



Canadian Centre for Victims of Torture

**EAST DOWNTOWN TORONTO
LOCAL IMMIGRATION PARTNERSHIP
COUNCIL**

FINAL REPORT

SEPTEMBER 2010

Funded by:



**Citizenship and
Immigration Canada**

**Citoyenneté et
Immigration Canada**

Canadian Centre for Victims of Torture (CCVT) is the lead agency that has assumed the responsibility to coordinate and advance the Local Immigration Partnership Initiative in the East Downtown Toronto area.

CCVT's Mandate

The Canadian Centre for Victims of Torture (CCVT) aids survivors to overcome the lasting effects of torture and war. In partnership with the community, the Centre supports survivors in the process of successful integration into Canadian society, works for their protection and integrity, and raises awareness of the continuing effects of torture and war on survivors and their families.

The CCVT gives hope after the horror.

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The East Downtown Toronto Local Immigration Partnership (LIP) would like to thank all member agencies in the East Downtown Toronto neighbourhood for contributing their time and effort to this project. We would also like to thank the Steering Committee for their hard work and support on this project.

The East Downtown Toronto LIP Partnership Council is comprised of the following member agencies:

African-Canadian Legal Clinic

Africans in Partnership Against AIDS

AIDS Committee of Toronto

Alpha Toronto

Asian Community AIDS Services

Black Coalition for AIDS Prevention

Canadian Centre for Victims of Torture

Central Neighbourhood House

Central Toronto Youth Services

Collège Boréal

Covenant House

Dixon Hall

East York East Toronto Family Resources

Elizabeth Fry Society, Toronto

Family Services Toronto

Fife House

Fred Victor Centre

George Brown College

Homes First Society
Hong Fook Mental Health Association
Metropolitan United Church
Neighbourhood Legal Services
Operation Springboard
Parliament Public Library
Regent Park Community Health Centre
Ryerson University
Salvation Army Gateway
Salvation Army Immigrant and Refugee Services
Sherbourne Health Centre
Sojourn House
St. Michael's Hospital
The 519 Church Street Community Centre
Times Change Women's Employment Service
Toronto Community Housing
Toronto District School Board
Toronto Employment and Social Services
Toronto Police 51 Division
Toronto Public Health
Turning Point Youth Services
Women's Health in Women's Hands
Woodgreen Community Services
YMCA of Greater Toronto
Youth Action Network

Introduction

This report summarizes the work of one year of collaboration across different sectors and stakeholders within the East Downtown Toronto area.

Local Immigration Partnership (LIP) is a program developed by Citizenship and Immigration Canada in partnership with the Ontario Ministry of Citizenship and Immigration in order to identify groups that will coordinate and enhance the current service delivery to newcomers while avoiding duplication and promoting efficient use of resources. The East Downtown Toronto LIP is one of the 14 CIC funded Local Immigration Partnerships.

The East Downtown Toronto Local Immigration Partnership has been created to support the objectives of the Canada-Ontario Immigration Agreement (COIA) and complement efforts by Canada, Ontario and Toronto to improve immigration outcomes for immigrants and for Toronto as a whole.

Local Immigration Partnerships (LIPs) aim to provide a collaborative space for the development and implementation of sustainable local and regional solutions for successful integration of immigrants to Toronto. LIPs also seek to help communities put immigration on their overall planning agenda in order for communities to benefit from the successful social and economic integration of new immigrants.

In November 2009, the Canadian Centre for Victims of Torture entered into an agreement with Citizenship and Immigration Canada and assumed the responsibility to coordinate and advance the Local Immigration Partnership Initiative in the East Downtown Toronto area in collaboration with other stakeholders. The geographic boundaries have been established as north of Lakeshore, south of Bloor, east of Yonge and west of the Don Valley.

A partnership council is a group of relevant stakeholders that come together regularly to develop a coordinated, comprehensive and strategic approach to immigration and integration that fits the needs of the neighbourhood it represents. The East Downtown Toronto LIP has established a Partnership Council with the participation of a wide range of stakeholders including the City of Toronto, community organizations, settlement agencies, language training providers, educational institutions, grassroots organizations, Toronto police, hospitals, etc. The Partnership Council was responsible for the complete oversight and guidance for the development of the local settlement strategy and implementation action plan for the East Downtown Toronto area and achieving all project objectives as identified in the Call for Proposals.

Objectives of the East Downtown Toronto LIP

The directions set out in the Canada Ontario Immigration Agreement, changing demographics in East Downtown Toronto, of a higher concentration of poverty and under serviced clients including access and equity, and other factors all provide an opportunity and challenge to better serve and respond to newcomers and immigrants who live in East Downtown Toronto.

The purpose of the East Downtown Toronto Local Immigration Partnership is to achieve all the objectives as identified in the call for proposal. It was agreed by all Partnership Council members that the settlement strategy would address the following objectives:

1. To improve access and coordination of immigrant integration services (settlement, language training, labour market integration, health and education supports) in the community through the establishment of a partnership council;
2. To enhance service delivery coordination to newcomers, resident within east Toronto, so that programs complement and build towards a common goal of settlement and integration;
3. To build a community of practice which shares learning from each other and from resident newcomers;
4. To strengthen local awareness and capacity to integrate immigrants through the engagement of a broad range of local stakeholders and residents in the formation of the settlement strategy;
5. To help members develop best practices and create a forum for learning and sharing.

As specified in the agreement with CIC, the Partnership Council members developed the Terms of Reference that describe the purpose and the structure of the project as well as procedures and processes for membership, decision making, quorum and governance.

Demographic Profile of the East Downtown Toronto

Based on the 2006 Census, the area of East Downtown Toronto is home to 85,460 people. Of that total population, 42% are considered immigrants. There are 9,145 recent immigrants in East Downtown Toronto, representing 10.7% of the total population.

Recent immigrants are more concentrated in some areas of East Downtown Toronto. In the area that roughly corresponds with the neighbourhood of St. Jamestown (tract 65), recent immigrants comprise 37.8% of the population. The area that includes Regent Park (tract 31) has a recent immigrant population of 14.3%. These two tracts combined represent over half of the recent immigrants in the East Downtown Toronto area.



Key neighbourhoods in East Downtown Toronto Area

North St. James Town lies in the northeast corner of the downtown area. The neighbourhood covers the area bound by Jarvis Street to the west, Bloor Street to the north, Parliament Street to the east, and Wellesley Street East to the south.

An established immigrant-receiving area of great ethno-racial diversity, St. James Town shares similarities with several immigrant-receiving areas in other Canadian

cities in the prevalence of aging high rises, limited open space, dense social networks, and convenient location¹. St. James Town is the largest high-rise community in Canada; over 90% of the population live in high rise apartment buildings (5 stories or more), most of which were constructed in the 1960s. 43% of dwellings are in need of repair. St. James Town is Canada's most densely populated community, and one of the most densely populated neighbourhoods anywhere in North America.²

The population is 68% non-white. Due to its cultural and minority demographics, St. James Town is often thought of as "the world within a block". It is also one of Toronto's poorest neighbourhoods.

St. James Town is a so-called minority community, largely filled with immigrants – especially those who arrived in the 1990s. The largest cultural groups in this community are South Asians (making up 18.3% of the population), Filipinos (17.1%), Black (13%), and Chinese (8%). Other cultural groups include Korean, Latin American, Arab/West Asian and South East Asian. Overall, St. James Town's population is made up of approximately 68.2% visible minorities. Recent immigrants account for 22% of the population.



Cabbagetown – South St. Jamestown:

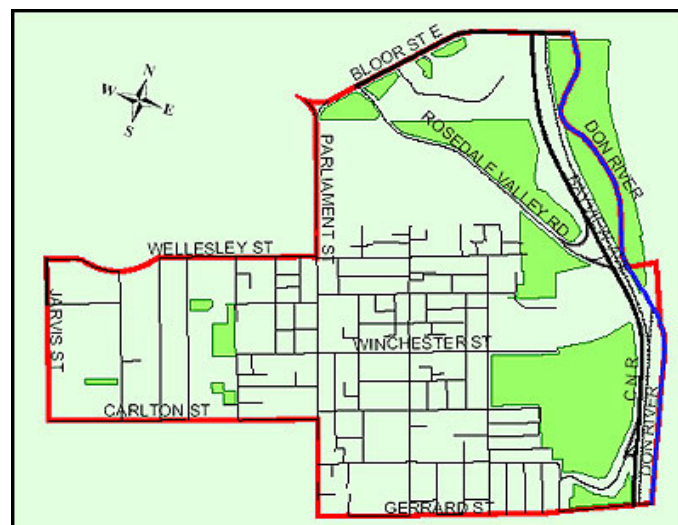
South St. Jamestown includes two areas: the area bound by Jarvis Street to the west, Carlton Street to the south, and Wellesley Street East to the north, and also the larger area east of Parliament Street bound by Bloor Street East to the north, the Don River to the east, and Gerrard Street East to the south.

¹ Wellesley Institute: "Exploring the Link Between Neighbourhood and Newcomer Immigrant Health: St. James Initiative"

² All the maps of key neighbourhoods were taken from the City of Toronto website.

In this area, 34% of the population are immigrants and 26% are visible minorities. Cultural groups residing in this area include Chinese (5.1% of the population), Black (4.3%), Filipino (4.2%), South Asian (2.4%), Latin American (1.7%), as well as Korean, Japanese, Arab/West Asian and Southeast Asian.

In this area, there are both residents who are very wealthy, with 39% of family incomes exceeding \$100,000, as well as a large amount of people considered to have low income by Statistics Canada. In 2006, it was found that 15.6% of economic families, 39% of individuals and 26.5% of private households were low income. This disparity in wealth could be explained by the fact that, according to the Cabbagetown Preservation Association, this neighbourhood comprises, "the largest continuous area of preserved Victorian housing in North America" - wealthy families purchase these restored Victorian homes and live along side people living in poverty in high density high rise buildings.



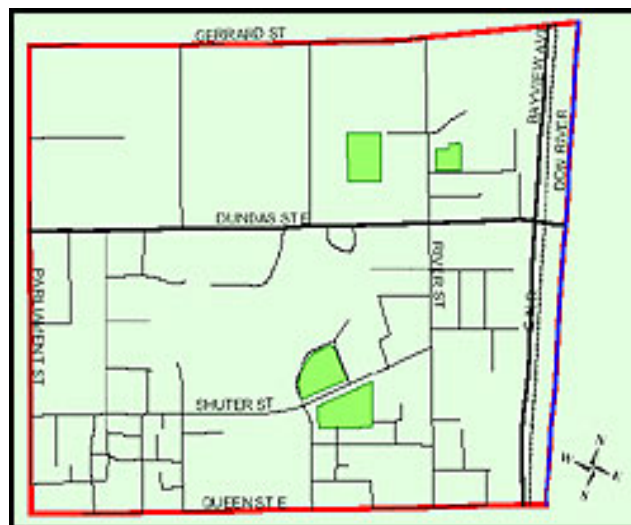
Regent Park is a neighbourhood located in downtown Toronto. Formerly the centre of the Cabbage town neighbourhood, it is bound by Gerrard Street East to the north, the Don River to the east, Queen Street to the south and Parliament Street to the west. It is an extremely culturally diverse neighbourhood, with more than half of its population being immigrants. 37% of the population living in Regent Park are children 18 years and younger, compared to a Toronto-wide average of 22%.

The average income for Regent Park residents is approximately half the average for other Torontonians. The majority of families in Regent Park are classified as low-income, with 64% of the population living below Statistics Canada's Low-Income-Cut-Off Rate, compared to a Toronto-wide average of just over 20%.

Regent Park's residential dwellings are entirely social housing, and cover all of the 69 acres (280,000 m²) which comprises the community. Regent Park is Canada's oldest social housing project, having been built in the late 1940s. (The Toronto slum

neighbourhood then known as Cabbage town was razed in the process of creating Regent Park; the nickname Cabbage Town is now applied to the regentrified, upscale area north of the housing project).

Visible minority populations of Regent Park documented by the 2006 Census are as follows: South Asian (26.8%), Black (21.5%), Chinese (15.9%), South East Asian (7.2%), Latino American (2.1%), and Arab/West Asian (0.8%).



Church and Wellesley is a community that is home to a large LGBTTQ population. It is roughly bounded by Gerrard Street to the south, Yonge Street to the west, Charles Street to the north, and Jarvis Street to the east, with the core commercial strip located along Church Street from Wellesley south to Alexander.

Moss Park is a neighbourhood just east of downtown Toronto. The neighbourhood is bounded on the north by Carlton Street to Parliament Street, on the east by Parliament Street to Queen Street and the Don River, on the south by Eastern Avenue and Front Street, and on the west by Jarvis Street.

More typically Torontonians refer to Moss Park as only comprising the large housing projects that exist between Parliament and Sherbourne south of Dundas. The rest of the area known to the city as Moss Park includes the Distillery District, the Garden District, and Cork town.

Moss Park was originally the heart of Toronto's industrial area, home to large factories and the densely packed homes of the workers they employed. In the 1960s a large swath of these buildings were demolished to make way for the Moss Park public housing project, a group of three large towers at Queen and Parliament Streets run by the Toronto Community Housing Corporation. After the deindustrialization of the 1970s almost all the factories left the area, and it became one of the poorest in the city. The area immediately around the housing complex remains quite poor, and this

is the area today typically meant when referring to Moss Park. This neighbourhood is almost exclusively rented out, and houses many low-income families. Moss Park is home to several homeless shelters.

The visible minority groups residing within Moss Park are as follows: Black (13.1%), Chinese (8.2%), South Asians (5.1%), Filipino (2.6%), Latin American (2.5%), Japanese (2%), Arab/West Asian (1.9%), Korean (1.1%) and South East Asian (0.8%).



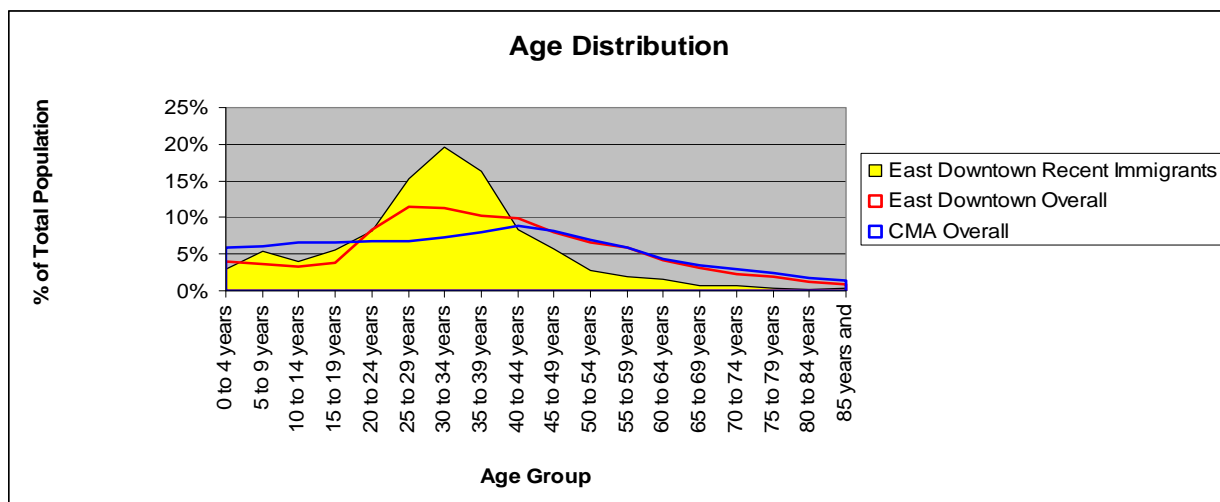
Population in East Downtown Toronto

Census data revealed some interesting age distribution patterns among recent immigrants in East Downtown Toronto. Over half (51.3%) of all recent immigrants living in East Downtown Toronto are between the ages of 25 and 39. While it might make sense that people choose to migrate during their mid-twenties and throughout their thirties, this proportion is much higher than the recent immigrant population in the CMA. Throughout the CMA, 36.7% of recent immigrants are in this age group. This may be related to the high proportion of rentals and high rises in the area. In East Downtown Toronto 71.8% of homes are rentals compared to 32.4% of homes in the CMA. As well, in East Downtown Toronto, 78.7% of buildings are high rises (more than five storeys) compared to the CMA in which 26.6% of buildings are high rises.

Overall, people in East Downtown Toronto tend to be younger than the broader CMA. 33% of people in the area are between the ages of 25 and 39, compared to 22.2% in the CMA. Children (ages 0 to 14) are another interesting age group. In the CMA, 18.8% of recent immigrants are children. However, within East Downtown

Toronto, children only make up 12.4% of the recent immigrant population. This is roughly equivalent with East Downtown Toronto in general, where children make up 11% of the population. When looking at very young children, it appears that people in East Downtown Toronto are starting families at a higher rate than recent immigrants. Only 2.9% of recent immigrants are under the age of four, while within East Downtown Toronto 4% of children are under four. It may be that recent immigrants are waiting to become more settled before starting families. It may also be that recent immigrants with children are choosing to live in other areas of the CMA.

Youth (ages 15 to 24) also make up a smaller proportion of the recent immigrant population in East Downtown Toronto. In the CMA, 15.9% of recent immigrants are youth, while in East Downtown Toronto 13.7% of recent immigrants are youth. Overall, youth make up 11% of the entire East Downtown Toronto population.



East Downtown Toronto in general tends to be home to a smaller proportion of seniors (age 65 and over) than the rest of the CMA: 9.3% versus 11.9%. This trend is replicated in the recent immigrant population with seniors comprising only 1.9% of the recent immigrant population in East Downtown Toronto compared to 4.1% among the recent immigrant population in the CMA. Unfortunately, the data does not give information about the circumstances under which immigrants arrive to Canada.

Families

Along with being a relatively young population, East Downtown Toronto also tends to have a much higher proportion of single people than the rest of the CMA. This pattern repeats itself with the recent immigrant population in both areas though the gap is not as wide. While 56.3% of people living in East Downtown Toronto are single, 33.2% of people in the CMA are single. Among recent immigrants in East

Downtown Toronto, 36.5% are single compared with 25.9% of recent immigrants in the CMA being single. Given the lower proportion of children in East Downtown Toronto, it's perhaps not surprising to find that people in East Downtown Toronto tend to be not married. Again, it could also be that people with young families are choosing to live in other areas of the CMA.

Not surprisingly, families in East Downtown Toronto tend to be smaller than families in the CMA. In East Downtown Toronto, the average family has 0.8 children, while the average CMA family has 1.3 children. East Downtown Toronto has a higher proportion of lone parent families than the CMA, with 21.9% of lone parent families in East Downtown Toronto compared to 16.9% in the CMA. Figures on family composition among recent immigrants are unavailable.

Generally, East Downtown Toronto could be called a 'diverse' community. Though East Downtown Toronto residents are mostly of European ethnicity (English 18.2%, Irish 13.4%, Scottish 13.3%, Chinese 10.6% and French at 7.6%), the entire East Downtown Toronto area has a slightly higher proportion of people who identify as visible minorities (46.6%) than the CMA (43.0%). Of people who identify as visible minorities in East Downtown Toronto, 66.3% of them are immigrants.

Of people who identify themselves as members of a visible minority group: 11% identified as Black, 10.1% identified as South Asian and 9.2% identified as Chinese. Among recent immigrants, 79.4% identify as visible minorities. However, the last five years has seen a shift in the groups that are living in East Downtown Toronto. The top three visible minority groups among recent immigrants in East Downtown Toronto are: South Asian 24%, Chinese 18.2% and Black and Filipino each representing 10.7% of the population. Recent South Asian immigrants come mostly from India (7.0% of all recent immigrants), Bangladesh (5.7%), Pakistan (4.9%), and Sri Lanka (4.5%).

Partnership Council Structure

The Partnership Council structure of the East Downtown LIP is comprised of a Steering Committee, 5 Planning Tables, a Project Management Team and the Lead Agency.



Lead Agency - Canadian Centre for Victims of Torture

Canadian Centre for Victims of Torture was the applicant for the LIP proposal. CCVT provided the oversight of the management of the contribution agreement with Citizenship and Immigration Canada and has acted as administrative lead for the LIP

project. CCVT was accountable to CIC with regards to the funds received and the deliverables of the LIP project.

Project Management Team

The Project Management Team is composed of the Program Manager, the Outreach Coordinator and the Administrative Support. The PMT was involved in providing day-to-day management of the project, directed all the activities for the duration of the agreement with CIC, ensured that project objectives were met, timelines were adhered to and deliverables completed. The PMT has reported to the lead agency, to CIC and Partnership Council members on project progress through monthly reports and the monthly newsletter "East Downtown Toronto Community Voices".



From left to right: Ermelina Balla - LIP Program Manager, Alison Mills - LIP Administrative Support and Hanan Harb - LIP Outreach Coordinator

Steering Committee

The East Downtown Toronto LIP has established a Steering Committee comprising 11 members to facilitate the decision making process. The Steering Committee includes the lead agency, the chairs of the planning tables, other LIP members to ensure representation within the Partnership Council, CIC and the City of Toronto representatives that will serve as ex-officio, non-voting members. The Steering Committee provided project oversight throughout the first phase and ensured that the objectives of the project were met.



Pictures from various Steering Committee

During this year the Steering Committee convened 5 times. The Committee's work included the development of the Terms of Reference, feedback and advice for the environmental scan and report of community consultation, and reviewing draft and final reports. The Steering Committee has also provided leadership in the work plan of the planning tables and in the development of the Settlement Strategy focusing on the needs of the newcomers that access services in the East Downtown Toronto neighbourhood.

The Steering Committee of East Downtown Toronto LIP is comprised of the following member agencies:

AGENCY NAME	REPRESENTATIVE	JOB TITLE
Canadian Centre for Victims of Torture	Mulugeta Abai	Executive Director/ Chair of Steering Committee
Sherbourne Health Centre	Julie Wolfe	Program Director Family Health &Newcomer Service
Black Coalition for AIDS Prevention	Amanuel Tesfamichael	Settlement Coordinator
Dixon Hall	Kate Stark	Executive Director
Sojourn House	Debbie Hill Corrigan	Executive Director
Asian Community AIDS Services	Riz Quiaoit	Settlement Program Coordinator
Women's Health in Women's Hands	Linda Cornwell	Program & Communications Manager
Family Services Toronto	Sophia Ali	Program Coordinator
AIDS Committee of Toronto	Lata Patel	Case Manager
Fred Victor Centre	Stephen Morrissey	Team Leader

Planning Tables

This partnership is comprehensive as it brought to the table a wide variety of representation from various sectors such as: settlement service providers, language training providers, labour market integration service providers, community health centres, community organizations, business associations, and faith-based organizations. The proposed outreach plan sought to address key missing elements from this partnership such as educational and business institutions. Through community consultations in the neighbourhood with all community council members the following eight main areas of need were identified: employment, language training, orientation to Canada, financial stability, cultural integration, emotional and

social support, health and housing, and legal assistance accessibility. Furthermore, partnership council members grouped these main areas of need into five planning table categories: Immigration and Settlement, Health/Mental Health, Housing, Employment, Training and Language, and Social and Cultural Inclusion. All planning tables have been meeting on a monthly basis since January 2010 to identify the needs of the newcomers as well as the gaps in services and to develop the strategic priorities for the East Downtown Toronto area. All the 5 planning tables developed their Terms of Reference and worked to point out the issues and solutions related to a better coordination of services that facilitate newcomers' settlement and integration. Each planning table explored the issues, the needs and the gaps in details as per the area of expertise.

Social & Cultural Inclusion Planning Table

The overall purpose of the Social & Cultural Inclusion planning table is:

Members of the Social & Cultural Inclusion Planning Table will bring their diverse perspectives and expertise to provide coordinated input and advice on issues that relate to the social and cultural inclusion of newcomers.



The objectives of the Social & Cultural Inclusion planning table are:

- To identify local stakeholders who empower newcomers to participate as valued, respected & contributing members of society
- To identify & respond to the needs of newcomers in an inclusive & comprehensive manner
- To engage in planning in partnership with other East Downtown LIP committees, governments, public institutions, community organizations, faith organizations, and the business community
- To contribute to the development of a local settlement strategy that will be submitted to Citizenship and Immigration (CIC).

Composition

Members are representatives of organizations providing services that work towards enabling newcomers to participate as valued, respected & contributing members of society, and who recognize the need for coordination of such efforts. The Social & Cultural Inclusion planning table is chaired by Family Services Toronto.

The following chart identifies the current members of the Social & Cultural Inclusion Planning Table:

AGENCY NAME	REPRESENTATIVE	JOB TITLE
Parliament Public Library	Barrie Gray	Branch Head
Black Coalition for AIDS Prevention	Craig Cromwell	LGBT Settlement Coordinator
Sherbourne Health Centre	Suhail AbualSameed	Newcomer Community Engagement Coordinator
519 Church Street Community Centre	Lisa Gore	LGBT Newcomer Services Coordinator
Family Services Toronto	Sophia Ali	Coordinator
Toronto Police – 51 Division	Graham Queen	Staff Sergeant - Community Response Unit
Africans in Partnership Against	Stanley Moyo	Outreach Coordinator

AIDS (APAA)		
African-Canadian Legal Clinic	Sunil Gurmukh	Staff Lawyer
Alpha-Toronto	Renaud Saint-Cyr	Executive Director
Central Toronto Youth Services	Grace Costa	Program Manager
Youth Action Network	Mohamed Abdelrahim	Programs Coordinator

The Social and Cultural Inclusion planning table recognized the continued need for celebrating diversity as means of integrating newcomers to Canada. Moreover, the necessity for newcomer serving agencies to also reflect the populations they serve. Members of this table also encouraged the promotion of art and culture as a form of expression and participation in the community. Members also suggested the need to partner with the Toronto Police Services in order to reduce the tension and stigma often associated with law enforcement officials in newcomer communities. Lastly, members of the Social and Cultural Inclusion planning table stressed the importance of educating newcomers on their rights in Canada in order to avoid situations where newcomers are taken advantage of due to their lack of understanding of laws in Canada.

Health/Mental Health Planning Table

The overall purpose of Health/Mental Health planning table is:

Members of the Health/Mental Health Planning Table will bring their diverse perspectives and expertise working with immigrants and newcomers who are impacted by mental health.

The objectives of the Health/Mental Health planning table are:

- The sub-committee will identify stakeholders who are impacted by mental health illnesses that are effecting newcomer, immigrant and refugees
- They will identify and respond to the assessed needs of local newcomer, immigrant and refugee communities in an inclusive and comprehensive way
- The planning table will coordinate among various, diverse stakeholders to enhance, develop and implement delivery of services that are responsive to the unique needs of the target population.



Composition

Members are representatives of community organizations in the East Downtown region providing services to newcomer, immigrant and refugee and/or who recognize the need for coordinated efforts to facilitate the effective settlement and integration of the aforementioned group. The Health/Mental Health planning table is chaired by Canadian Centre for Victims of Torture.

The following chart identifies the current members of the Health/Mental Health Planning Table:

AGENCY NAME	REPRESENTATIVE	JOB TITLE
Canadian Centre for Victims of Torture	Teresa Dremetsikas	Program Manager
Sherbourne Health Centre	Jothisree Ramesh	Counsellor
AIDS Committee of Toronto	Lata Patel	Case Manager
Women's Health in	Linda Cornwell	Program & Communications

Women's Hands		Manager
Fred Victor Centre	Mark Aston	Executive Director
Regent Park Community Health Centre	Peter Trung-Thu Ho	Social Worker
Turning Point Youth Services	Patricia Hayes	Clinical Supervisor
Toronto Public Health	Cathy Tersigni	Community Health Officer
Covenant House	Michele Anderson	Team Leader, Residential Services
Metropolitan United Church	Rosanna Corvo	Community Services Counsellor
Hong Fook Mental Health Association	Lucetta Lam	Team Leader
Toronto Community Housing	Cassandra Coward	Health Promotion Officer
Toronto Police – 51 Division	Graham Queen	Staff Sergeant - Community Response Unit
Central Toronto Youth Services	Grace Costa	Program Manager

The Health and Mental Health planning table along with members of various other planning tables identified the need for focus groups specific to newcomers living with HIV/AIDS. Members felt that due to the fact that the East Downtown Toronto neighbour has a high concentration of HIV/AIDS services and newcomers accessing such services it is important to assess how well the needs of this population are currently being met. In addition, members of this table stressed the importance of having access to more culturally competent and multilingual health services. Moreover, the need to overcome stigma when accessing certain types of health services in the neighbourhood. Furthermore, members of the Health and Mental Health planning table suggested the need to increase the number of mobile health teams in the neighbourhood.

Immigration/Settlement Planning Table

The overall purpose of Immigration & Settlement Planning Table is:

Members of the LIP, Immigration/Settlement Planning Table will bring their diverse perspectives and expertise working with immigrants and refugees to provide coordinated input and advise on issues and provision of services in regards to migrant settlement and integration in the East Downtown region, including for local and regional planning purposes.

The objectives of the Immigration & Settlement planning table are:

- To identify local stakeholders who have an impact on the migration and settlement of immigrants and refugees
- To identify and respond to the needs of local migrant communities in an inclusive and comprehensive manner
- To coordinate among various stakeholders to develop and create a seamless delivery of integrated services that are flexible and responsive to unique needs of immigrants and refugees residing in the East Downtown region
- To engage in local and regional planning in partnership with other partner East Downtown committees, municipal governments, public institutions, community organizations, faith organizations, and the business community



Composition

The Immigration & Settlement planning table is chaired by Canadian Centre for Victims of Torture.

The following chart identifies the current members of the Immigration & Settlement Planning Table:

AGENCY NAME	REPRESENTATIVE	JOB TITLE
Canadian Centre for Victims of Torture	Huda Bukhari	Manager of Settlement Services
Sherbourne Health Centre	Suhail AbualSameed	Newcomer Community Engagement Coordinator
Black Coalition for AIDS Prevention	Amanuel Tesfamichael	Settlement Coordinator
YMCA of Greater Toronto	Alla Minasova	Acting Program Team Leader
Asian Community AIDS Services	Riz Quiaoit	Settlement Program Coordinator
Central Neighbourhood House	Safia Hirsi	Women's Program Coordinator
Neighbourhood Legal Services	Sarah Roberts	Staff Lawyer
Salvation Army, Immigrant and Refugee Services	Florence Gruer	Settlement Counsellor
Regent Park Community Health Centre	Ambaro Musse Guled	Case Manager & Community Health Worker
Woodgreen Community Services	Shaida Addetia	Manager of Settlement Services
Elizabeth Fry Toronto	Justine Barone	Newcomer Liaison Counsellor and Outreach Counsellor

The Immigration and Settlement planning table identified several key priorities for the purpose of developing a Strategy and Action Plan for the East Downtown Toronto neighbourhood. First and foremost, members of this planning table felt the need to develop a common service delivery protocol to ensure the warm hand-over of clients from agency to agency.

Moreover, members identified the need to continuously evaluate service delivery in order to determine its success and continuously improve services for newcomers. Members also recognized the need for additional child support to assist newcomer mothers trying to access services. In addition, members of the Immigration and Settlement planning table stressed the need to strengthen the relationship between formal and informal settlement service providers in order to ensure better coordination and access to services for newcomers.

Housing Planning Table



The overall purpose of Health/Mental Health planning table is:

The LIP Housing Planning Table will bring diverse perspectives and expertise working with immigrants and refugees to provide coordinated input, advise and advocate on issues pertaining to access to a broad range of suitable housing options in the East Downtown region.

The objectives of the LIP Housing Planning Table are:

- To identify local stakeholders who have knowledge and experience in housing issues pertaining to newcomers and immigrants.
- To identify and respond to the housing needs of local newcomer and immigrant communities in an inclusive and comprehensive manner
- To coordinate among various stakeholders to develop methods and strategies to address barriers faced by newcomer and immigrant communities in accessing and maintaining a broad range of suitable housing options in the East Downtown region.
- To engage in local and regional planning in partnership with other LIPs, municipal governments, public institutions, community and housing organizations, faith groups, and the private housing sector.

The Housing planning table is chaired by Sojourn House. The following chart identifies the current members of the Housing Planning Table:

AGENCY NAME	REPRESENTATIVE	JOB TITLE
Sojourn House	Debbie Hill Corrigan	Executive Director
Dixon Hall	David Reycraft	Housing Manager
Fred Victor Centre	Eleni Samartzis	Manager, Housing Access & Support Services
Fife House	Susan Clancy	Director of Community Programs
Homes First Society	Patricia Mueller	Executive Director
	Deena Nelson	Shelters Manager
	Edie Fisher	Housing Manager
Good Shepherd Ministries	Laurel Stroz	Manager, Resettlement/ Housing Program
Toronto Employment & Social Services	Tanya Simpson	Shelter Support Liaison
Salvation Army Gateway	Tim Gonyou	Case Manager
Metropolitan United Church Community Services	Bill Chapman	Director, Community Services
	Rowena Hill	Housing Worker
Toronto Community Housing	Cassandra Coward	Health Promotion Officer

Members of the Housing Planning table identified the need to further engage existing landlords and property managers in order to raise awareness of newcomer housing needs and moreover the financial opportunities in addressing the needs of this population. Members felt that the most effective way to do so would be to form coalitions with already existing networks and advocacy groups in order to share ideas and best practices. Members stressed the need for more funding to address the housing needs of newcomers and moreover to deliver new affordable and safe homes to residents living in the East Downtown Toronto neighbourhood.

Employment, Training, & Language Planning Table



The overall purpose Employment, Training, & Language Planning Table is:

To facilitate and oversee the development of the Local Immigration Partnership through research and development and in doing so:

- To improve access and coordination of immigrant integration services (settlement, language training, labour market integration, health and

education supports) in the community through the establishment of a partnership council;

- To enhance service delivery coordination to newcomers, residents within east Toronto, so that programs complement and build towards a common goal of settlement and integration;
- To build a community of practice which shares learning from each other and from resident newcomers;
- To strengthen local awareness and capacity to integrate immigrants through the engagement of a broad range of local stakeholders and residents in the formation of the settlement strategy;
- To help members develop best practices and create a forum for learning and sharing.

It is not the purpose of this group to:

- Replace or duplicate the work of any other group doing the same work in East Downtown Toronto

In pursuing this purpose the Employment, Training, & Language Planning Table will ensure that:

- Duplication of resources is minimised
- There is a coherent approach to the work

The Employment, Training & Language planning table is chaired by Dixon Hall. The following chart identifies the current members of the Employment, Training, & Language Planning Table:

AGENCY NAME	REPRESENTATIVE	JOB TITLE
Operation Spring Board	Jasmine Artist	Supervisor, Downtown Office Programs
Dixon Hall	Kate Stark	Executive Director
	Steven Johnston	Business Manager
Fred Victor Centre	Stephen Morrissey	Team Leader
The Salvation Army	Anne Campbell-	Program & Volunteer

Immigrant & Refugee Services	Smith	Coordinator
Central Neighbourhood House	Megan Lindsey	Community Development Coordinator
Toronto Employment and Social Services	Kim Quade	Community and Labour Market Manager
George Brown College - St. James Campus	Pam Glaser French	Manager, Immigrant Education
Collège Boréal	Guy Lucas Karolina Jablonska	Services Manager Immigration Program Supervisor
AIDS Committee of Toronto	Saif Ahmed	Employment Action – Employment Consultant
Toronto District School Board	Kathryn Rumble	TDSB LINC Program
Ryerson University	Ruth Wojtiuk	Coordinator
Times Change Women's Employment Service	Andrea Davis	Employment Counselor
YMCA of Greater Toronto	Carla Kendall	Self-Employment Program Director
St. Michael's Hospital	Kate Wilson	Manager, Corporate Staffing Strategies Human Resources

The Employment, Training, and Language planning table played a role in identifying the need for a focus group specifically aimed at French-speaking newcomers. This focus group was also hosted by College Boreal, a member of the Employment, Training, and Language planning table. Moreover, members stressed the continued need to effectively engage employers in order to raise awareness on the benefits of hiring newcomers and moreover provide support to facilitate this process. Members

also recognized the need for more one-on-one assistance to not only help find employment but also retain employment and start small businesses. Members also pointed out the need for advocacy around the issue of recognition of foreign professional and academic qualifications of newcomers.

The issue of employment and labour market integration plays a major role in the successful integration and settlement of newcomers in Canada. As such, LIP staff has continuously tried to attend employment related meetings to share ideas and best practices with other relevant stakeholders in the community.

LIP Staff attended the Toronto LIP Labour Market Meeting on April 14th, 2010 at Hotel Workers Co-op. The Meeting including several presentations from representatives from Employment Ontario, Toronto Immigrant Employment Data Initiative (TIEDI), Toronto Regional Immigrant Employment Council, and Toronto Workforce Innovation Group. There were discussions about how these presentations affect the work of LIP and how to coordinate or combine our efforts to achieve economies of scale and/or to allow for investigation of some topics in greater depth. The meeting was a great chance to network and see how all the Toronto LIPs could potentially work together to improve successful outcomes for newcomers.

LIP staff was also invited to attend the City of Toronto/MTCU Integrated Local Labour Market Planning Meeting on May 19th, 2010. This meeting was attended by several representatives from the City, the provincial government, and various settlement agencies in the area. The group is focused on integrated labour market planning for the East Downtown Toronto area as a whole and not just solely for newcomers, but all residents in the area. Attendees were interested to hear about the research that the East Downtown Toronto LIP has done so far as they will be doing similar research with a specific focus on employment.

Research Process

Several programs have been developed and delivered to newcomers and immigrants to assist them in settlement and integration at social and economical levels, while they struggle to access services as well as economic and social opportunities. It however appears that despite the programs and services being offered, immigrants and newcomers continue to face barriers to settlement and integration.

Through community-based research the LIP Project Management Team and the consultant used a combination of different tools and methods to collect and analyze data and information from both primary and secondary sources in order to develop a comprehensive Settlement Strategy and Action Plan.

This community-based research project therefore aimed to:

- Examine existing literature and statistics to build a profile of immigrants and newcomers in East Downtown Toronto;
- Identify the labour market issues that affect, negatively or positively, accessing economic opportunities and effective labour market integration;
- Analyse the service selection and utilization behaviour of immigrants and newcomers to provide market data that can help settlement organisations to improve their services.
- The needs assessment sought to identify themes, gaps, and needs in relation to the process of settlement and integration as experienced by newcomers and immigrants in East Downtown Toronto.

The research was conducted between March and August 2010 and had three parts:

1. Environmental Scan

2. Focus Groups

- a) Newcomer Focus Groups
- b) Precarious Status Newcomer Interviews
- c) Employers Interviews
- d) Service Provides Survey

3. Community Consultations

- a) General Meeting – April 2010
- b) Community Strategy Consultation – August 2010

1. Environmental Scan

Immigrants arrive in Canada for a variety of reasons, from diversity of circumstances and experiences, and with a range of priorities and needs that vary over time. As the research makes clear as well, the experiences of immigrants are often shaped by various and intersecting identities and factors. Not all immigrants face the same challenges, and some may experience a relatively smooth settlement and integration process. However, the research does alert us to the fact that immigrants, in general, may face some consistent challenges and barriers. The trends observed in the environmental scan are generally consistent with the research. Overall, immigrants in East Downtown Toronto are facing a number of challenges, particularly in terms of finding employment commensurate with their education and income. Generally, recent immigrants in East Downtown Toronto are doing better in terms of settlement than recent immigrants in the Toronto Census Metropolitan Area.

Both the literature and the census data highlight ‘length of stay’ as an important variable affecting immigrants. Recent immigrants that migrated within the last five years of the census, tend to be among the more vulnerable populations in the area with regards to challenges such as language, employment, and income. As well, the literature reviewed points out that recent immigrants tend to be more vulnerable in terms of discrimination, housing, service access and health.

These issues are especially important for the East Downtown Toronto area which has a relatively high proportion of recent immigrants, compared with the Greater Toronto area. While recent immigrants live in every neighbourhood in East Downtown Toronto, over half of recent immigrants live in two East Downtown neighbourhoods – Regent Park and St. Jamestown.

On a broader level, these issues are important because they can affect the long-term settlement of immigrants. The research reviewed suggests that over the last three decades, immigrants to Canada have faced more and more challenges as they attempt to settle. While it has always been common for immigrants to face challenges when they first arrive, the ability of immigrants to overcome these challenges has slowly deteriorated over time. More and more immigrants are finding it harder to get out of those first years of hardship. Evidence from East Downtown Toronto indicates that these hardships can persist for over 15 years for some immigrants. These findings are particularly problematic in light of the fact that Canada’s immigration policy accepts immigrants based on criteria like education and qualifications. There is a clear disconnection between the policy and the reality facing immigrants as they attempt to settle.

The following sections summarize key findings from both the literature review and the environmental scan on the topics of language, discrimination, employment and poverty, housing, information and access, health and mental health. It also summarizes findings on immigrants who are also women, youth and seniors and immigrants with precarious status.

Language

Not surprisingly, the literature reviewed highlights language as one of the most pervasive challenges for immigrants. Language barriers can be significant for all immigrants regardless of period of immigration.

Language barriers can prevent access to settlement services as well as more mainstream services such as health care and mental health supports.

In addition, language barriers were identified as a key challenge for immigrants trying to obtain employment. In the case of employment, the research points out that the labour market appears to demand a high level of proficiency and fluency, beyond basic language skills. The research reviewed indicates that those refugees and those sponsored by “economic” immigrants (the principal applicants) tend to face the greatest language challenges. In East Downtown Toronto, data demonstrates that recent immigrants face considerable language barriers. Seven percent of recent immigrants are not able to speak English.

These language barriers are, however, generally lower than in other parts of the Greater Toronto area and this is likely due to a large and growing South Asian population that speaks English. There are also robust enclaves in the area, with large and concentrated populations that speak Chinese in the east end of the East Downtown area and Italian and Portuguese in the west end. These settings contribute to the large number of more settled immigrants who have not acquired English and who, in fact, live and work entirely in another language.

Discrimination

Over 79% of recent immigrants and 66% of all immigrants in East Downtown Toronto identified themselves as visible minorities. The research reviewed shows that discrimination towards immigrants can lead to an exclusion from mainstream services and some settlement services because of the complexity of immigrant issues and insufficient cultural understandings.

Race and gender discrimination are closely connected with employment and poverty. Women and visible minority immigrants have higher unemployment and underemployment issues than male and non-visible minority immigrants. The unemployment rates in East Downtown Toronto for visible minorities are higher than the average unemployment rate for the area of 8.1%. Generally while qualification recognition is an issue for many recent immigrants, race is the better indicator of whether or not an employer accepts those qualifications. In East Downtown Toronto, unemployment by period of immigration is consistent with the proportion of immigrants who are visible minorities. The higher proportion of visible minorities, the higher the unemployment rate. Discrimination also appears to limit the type of work that immigrants can obtain based, with disproportionate numbers of immigrants finding employment in a narrow range of jobs and industries.

Employment and Poverty

Major employment challenges revolve around language, education and the recognition of credentials. Immigrants coming to Canada are expected to have high levels of education, but upon arrival, these qualifications and credentials are often not recognized. This holds true in the East Downtown area.

Recent immigrants in the East Downtown Toronto are more educated than the average East Downtown area resident, with half of recent immigrants having completed a university degree. The vast majority of these degrees were obtained outside of Canada. Despite these high levels of education, recent immigrants have higher unemployment rates. In 2006, recent immigrants in East Downtown Toronto faced a 10.8% unemployment rate, and research indicates that the recent economic recession had a greater impact on those that immigrated in the last 10 years. Unemployment appears to be both worse and more persistent for recent immigrants than for those who arrived in earlier periods.

Many immigrants facing low employment turn to “survival jobs” to make ends meet. These jobs are a result of underemployment and tend to be in the manufacturing, transportation, construction, and education sectors. Survival jobs are represented in East Downtown Toronto through manufacturing occupations that account for 14% of recent immigrant jobs. The recession has likely led to greater unemployment for these sectors. Besides having jobs that pay low wages, many survival jobs are not stable or reliable. Recent immigrants are more likely than the average East Downtown Toronto resident to not be able to find full-year, full-time employment. Survival jobs tend also to be jobs that offer little opportunity for advancement and

are rarely relevant to the skills and qualifications of the immigrants who hold them. Immigrants driven to survival jobs by economic need often lack the spare time to pursue the training and certification that could lead to more lucrative and successful employment over the long term.

Low employment and underemployment both contribute to low incomes and poverty issues in East Downtown Toronto. Poverty is exacerbated by issues related to accessible, affordable childcare and transportation. These cycles of poverty present stresses that can become further impediments to career development and stable employment. Median individual incomes for recent immigrants in the area low at just over \$17,000. Low incomes appear to be becoming more persistent. Only immigrants that arrived in Canada prior to 1986 have reached the median income levels of non-immigrants in East Downtown Toronto at \$29,000. As a result of low incomes in the East Downtown area, about 44% of immigrants that arrived in Canada after 1991 are living below the Low Income Cut-Off.

Housing

Finding housing is often a top priority for immigrants upon arrival, however there are a number of challenges for immigrants finding suitable housing due to high costs of housing, low vacancy rates, and limited affordable housing in Toronto.

Many immigrants rent their homes. Immigrants who are unemployed face additional challenges around housing applications and payment of first and last month rent. Other immigrants have identified discrimination around income, race, language and having families as leading to challenges in finding suitable housing. Immigrants appear to be having more difficulty moving to homeownership in recent years, staying in rental accommodation longer. Despite that, some immigrants move too quickly into buying homes without sufficient financial means, in an effort to provide a more suitable home for their family, and establish themselves in the community.

In East Downtown Toronto, 78% of people are living in high density apartments. This is likely connected to the low incomes in the area.

Research suggests that refugee claimants face the greatest housing challenges in most part because of application requirements of providing source of income and identification. Refugee claimants are also at greater risk for homelessness. Refugee families can find themselves in Toronto's family shelter system because they arrive in the city with no resources, no housing, and a lack of supports to meet immediate needs. Increased use of family shelters in the city are often connected to changes

geopolitical conditions and immigration policies that lead to more refugees in the city.

Homelessness is a threat for some recent immigrants, often driven by low incomes, lack of employment, and a shortage of suitable housing. Immigrants who are homeless are more likely to be visible minorities, women, married, and have children than non-immigrants.

The supports available for addressing housing issues for immigrants are insufficient. The literature points towards service gaps around housing supports and services through settlement services. Immigrants are turning to social networks for housing supports where information around housing rights can be inaccurate.

Information and Access

Immigrants face significant challenges in the process of settlement around discrimination, language, employment, and housing, however some settlement services and supports remain inaccessible to many of those in need. Generally, immigrants do not access as many services as are available to them. Challenges to accessing settlement services include language, costs, cultural appropriateness of services, lack of childcare and transportation. Geographic accessibility of services is also an issue for immigrants that may have to travel far outside of their neighbourhood to reach settlement services. A social inclusion perspective should be incorporated to settlement services by making services more accessible and inclusive of different languages and cultures, and offering a range of services in various locations. Settlement services tend to exclude immigrants that have been in Canada for longer than 3 years. However, the process of settlement can take much longer in terms of addressing the stresses of migration and discrimination. There is a significant gap in services for this population. There is also a perceived lack of services for immigrants who are now citizens, because many services are directed towards permanent residents and refugees.

Service infrastructure in East Downtown Toronto is better than average for the GTA. Service providers appear to be better connected to each other and more aware of the options available, but service volumes remain insufficient and service networks remain too ad hoc and informal to be as beneficial as newcomers require. Immigrants may also rely heavily on informal services or social networks to connect to settlement services. While these connections can be helpful, information can be inconsistent or inaccurate as information on services changes over time and for different circumstances. Certain social networks are also more helpful than other

social networks that might stigmatize some services and impede access to relevant supports.

Health and Mental Health

Social determinants of health including discrimination, language barriers, low income, housing, and employment are evident in the East Downtown area and are likely leading to poor health and mental health outcomes for immigrants. Further issues of stress and exhaustion arising from the above challenges can exacerbate already uncertain circumstances. Immigrants tend to face greater challenges for each of the determinants of health identified. The social determinants of health factors are cited as responsible for the “healthy immigrant effect” (immigrants tend to arrive in Canada with better health than Canadian-born residents, but their health declines over time to below Canadian-born levels). Because of the impact of the social determinants of health, policies and services geared towards addressing health issues need to address the structural conditions that lead to the decline in immigrant health. Barriers to accessing health services are also a challenge for the health of immigrants. Major barriers include the three months of residency required before receiving health insurance, and the shortage of culturally appropriate services. Language barriers are also significant as they prevent immigrants from receiving information and access to health services. Other cultural differences may prevent immigrants from approaching services because of a negative connotation of that service in their country of origin.

Women, Youth, and Seniors

Research has shown that immigrant women tend to face the greatest language barriers and are less likely than immigrant men to speak English. Language barriers also linger longer for women and it is not uncommon for immigrant women in some communities to not learn English. This is likely most relevant for Chinese women in East Downtown Toronto where 14% of recent immigrants speak Chinese most often. Language barriers can be connected to traditional culture and norms where women might be expected to prioritize child-rearing and other gendered expectations over language development. Language and cultural barriers also affect women more than men when it comes to accessing health services. Immigrant women also face additional challenges finding employment because they are searching for work in a racialized and gendered labour market. As a result, female recent immigrants have higher unemployment rates than men (12% for women compared to 10% for men).

As a result women are more likely to be working dangerous jobs, and earn lower wages than their male counterparts. Immigrant women isolated from family or social supports, and who face a fear of deportation may also be especially vulnerable to domestic abuse.

Immigrant youth may also face particular challenges associated with finding themselves in unfamiliar settings and adjusting to new educational and social systems. Youth make up 14% of recent immigrants in East Downtown Toronto, a comparatively small proportion of the population. East Downtown Toronto also has a relatively small population of children, caused in part by smaller family sizes in the Chinese population in the eastern area of the East Downtown. Education is considered a major determinant of successful integration. The importance of education for youth is evident in East Downtown Toronto where few youth are participating in the labour market and have higher than average rates of educational attainment.

The statistical data indicates that senior recent immigrants are largely coming to Canada as sponsored family members of the primary applicant. Only 2% of East Downtown Toronto recent immigrants are seniors, and of these seniors, only 12% of senior recent immigrants are living alone meaning that many seniors are living in multi-generational households. Among the challenges facing recent immigrant seniors, research has pointed out that language barriers, loss of autonomy, being disconnected from former social networks and living with other family can be a significant cause of isolation for senior immigrants.

Precarious Status

Of all recent immigrants, those without official immigration status or precarious status are generally facing the most difficulties finding employment, housing, and accessing to services. Challenges with employment have led many precarious status immigrants seek low-paying jobs in settings that can be exploitative, unsafe or even abusive. Despite greater challenges for precarious status immigrants, there are fewer services that they are eligible to access because of their status. Don't Ask Don't Tell policies allows for access to certain services without documentation but also fails to provide need statistics on the size of this population. This information could be a potential source of advocacy.

2. Focus Groups

The East Downtown Toronto LIP has conducted 8 focus groups with newcomers including: men, women, youth, seniors, men living with HIV/AIDS, women living with HIV/AIDS, LGBT newcomers, and newcomers from the Francophone community. A total of 12 surveys were completed by service providers located in East Downtown Toronto. Individual interviews were conducted with 5 newcomers who were identified as having precarious status to gain a better understanding of their experiences, and 4 employer interviews were conducted to better understand employer needs when it comes to labour market integration.

A report on community consultation was drafted to highlight key issues and priorities. The report represents the findings from the consultation phase of work conducted by Public Interest, LIP Project Management Team and Community Partnership Council members on behalf of the East Downtown Toronto Local Immigration Partnership.

Focus group, interview, and survey participants were recruited by Community Partnership Council members. For the purpose of these consultations, “*newcomer*” was defined as an individual who has been in Canada up to 10 years. This definition of “*newcomer*” included, but was not limited to: sponsored family members, business immigrants, internationally trained professionals, internationally trained skilled workers, convention refugees, refugee claimants, government assisted refugees (GAR), temporary workers, live-in caregivers, foreign students who intend to stay in Canada and immigrants after becoming Canadian citizens that still need to access your services.

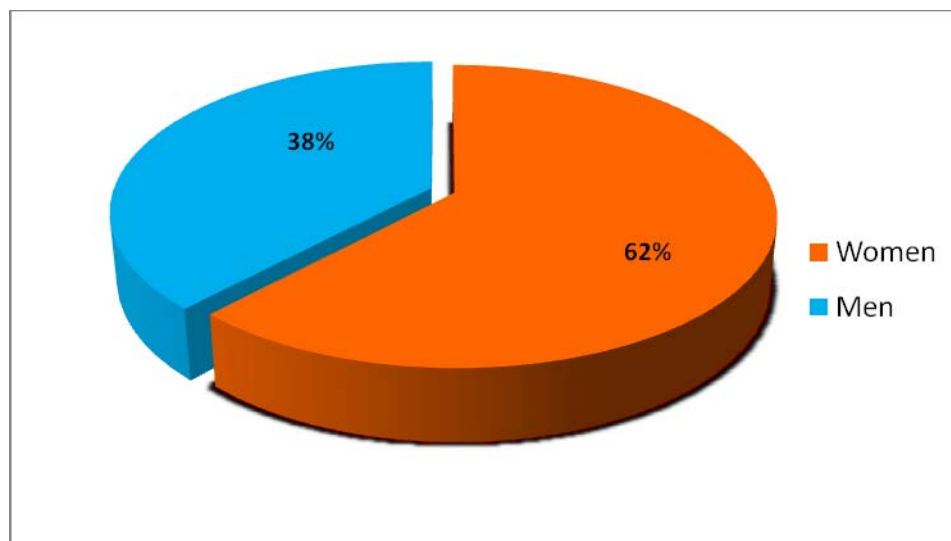
The definition of “*precarious status*” newcomers included refugee claimants whose claims had been denied and/or in the process of appeal, family-sponsored immigrants who had separated from their spouses, and people who had entered the country on student, visitor, temporary worker visas/permits that since expired.

Most focus groups were conducted in English. The senior’s focus group was conducted in English with Somali interpretation as the majority of senior participants were Somali women; and the francophone focus group was conducted entirely in French. Focus groups were conducted with trauma counselors on site to provide support as required. Interviews with precarious status newcomers were completed privately, one-on-one, with trauma counselors also on site. Interviews with St. Michael’s Hospital, Royal Bank, Grand Hotel and Suites, and Shopper’s Drug Mart, to gain the perspectives of employers were conducted by telephone. Service provider

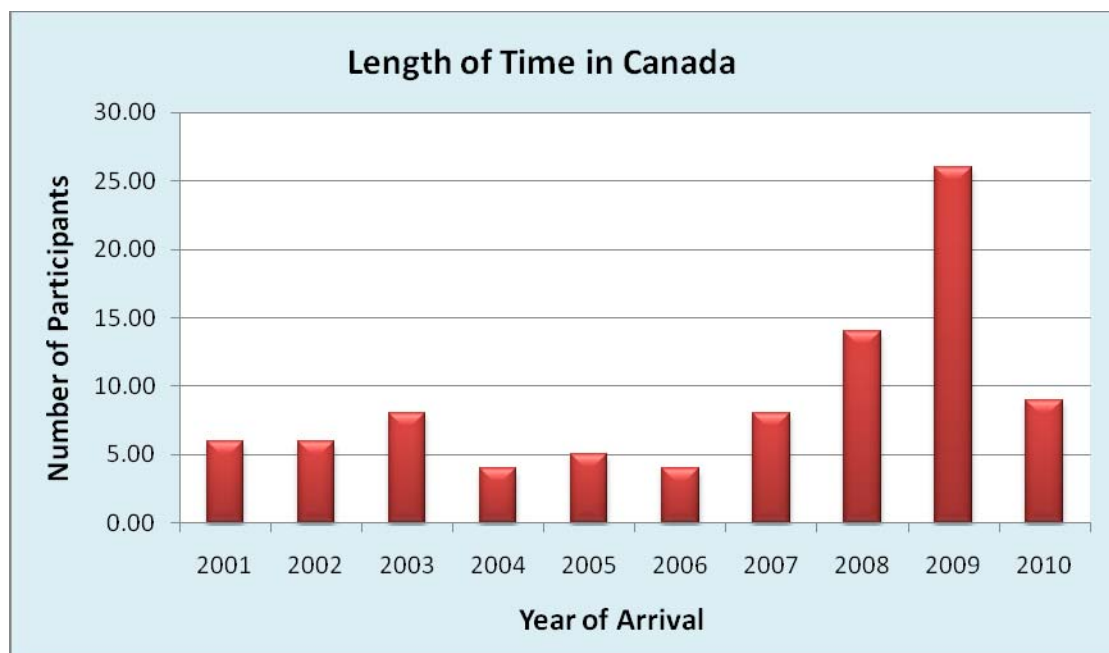
surveys were completed by Community Partnership Council members through email.

The majority of newcomers consulted in focus groups were women at 62% of participants compared to 38% who were men.

Participants in Focus Groups



The average period of arrival for participants was 4 years with a range of newcomers coming to Canada in between 2 months and 9 years.

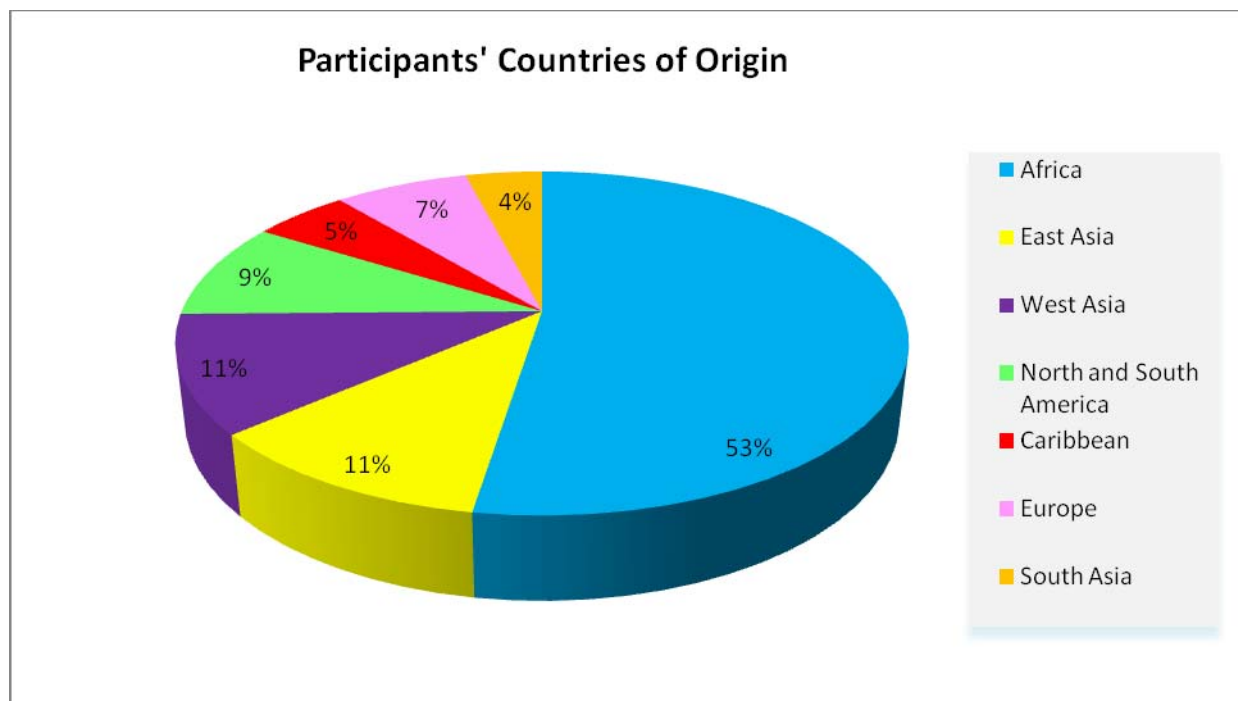


Newcomer Populations

Newcomers in East Downtown Toronto are an extremely diverse community coming mostly from Africa (Somalia, Ethiopia, Kenya, Egypt, Uganda, Congo, Rwanda, Eritrea, and Algeria), South Asia (Pakistan and India), South America (United States, Mexico, Columbia, and Brazil) , and East Asia(China, Korea, and Japan). Service providers identified only slight changes to newcomer populations, though most recognized an increase in the number of newcomers living in the area.

According to service providers, newcomers who are service users in East Downtown are coming from East Africa (Somalia, Ethiopia, and Kenya), West Africa, South Asia (Sri Lanka, India), South America (Mexico), Caribbean and China.

East Downtown Toronto was identified as a good place to live upon arrival because of proximity to services and public transportation. However, newcomers tend to eventually move out of the area in search of cheaper housing. As newcomers move out of the area they will continue to use services in East Downtown Toronto. This could present greater demands on service providers as newcomers continue to move in and out of the area.



Key Issues, Challenges, and Opportunities

Newcomers often felt misled about their prospects for employment before arriving in Canada and arrived expecting to find work that pays well and matches their qualifications more easily. Despite the high number of newcomers, there was an identified lack of employment services that are specifically aimed at newcomers in East Downtown Toronto. Once newcomers had obtained employment, the difference in work culture and negative perceptions were barriers to job retention. Newcomers felt that getting rejected from jobs that they were qualified for had negative psychological effects on them. Stress, anxiety and depression are real concerns for newcomers. Newcomers and employers suggested that there should be more one-on-one assistance to find work, retain those jobs, and start small businesses.

Language issues can contribute to other challenges for East Downtown newcomers including employment and access to services, housing, and transportation. Francophone newcomers identified challenges in finding linguistically appropriate services especially around health services and childcare availability. Interpretation was identified by newcomers as important, but was only available for immigration related services. Service providers identified the need for more resources for interpretation especially in shelters and at the airport. In terms of language learning, newcomers highlighted the need for varying teaching styles to match different learning styles of newcomers.

Housing was identified by newcomers and service providers as the most immediate priority for newcomers upon arrival. For newcomers, the bigger issue was finding housing that was affordable, large enough for their family, and was in a neighbourhood where they felt comfortable and safe. Newcomers indicated that services could be more responsive and sensitive to individual housing needs.

Most people here who rent rooms to newcomers abuse the system. Newcomers know nothing about where to go so they end up in places that are crime-filled, problem-filled, so they have to move. And then you find yourself in that situation over and over again." - Male newcomer

Newcomers would also benefit greatly from a better understanding of their rights as tenants. This could prevent them from being taken advantage of by some landlords.

Few newcomers consulted had access to family doctors and many did not know where to source them. However, different newcomer populations had different experiences of accessing healthcare. Newcomers living with HIV/AIDS indicated that they were able to get access to a family doctor, but less likely to have sourced an HIV/AIDS specialist. Newcomers living with HIV/AIDS also identified a desire to speak to as few people as possible about their medical condition. Newcomers in the Francophone community faced challenges finding French speaking doctors in Toronto. In some cultures, stigma that is associated with certain types of services – more notably with mental health services – can often prevent some newcomers from accessing these types of services.

Most newcomers consulted take TTC or walk to get to work and services in the area. However, fares were identified by newcomers as too high if using the TTC everyday and could be a barrier to accessing services. Funding to provide TTC fares for transportation to and from services would be beneficial for newcomers.

Education was another challenge and opportunity raised by newcomers. Newcomers highlighted the benefits of a Canadian education as allowing newcomers to develop personal networks, to obtain a Canadian degree where issues of credential recognition were non-existent, and to allow time for the newcomer to not have to rely on full time employment for financial support. Newcomers identified difficulties and long wait times associated with applying for a post-secondary education in Canada.

Some newcomers raised the issue of discrimination because of race, gender and sexual orientation in conjunction with other issues or challenges they face. Issues of discrimination tend to exacerbate other challenges around access to employment, housing and healthcare. Many issues of discrimination are systemic, and there is a need for education and advocacy to alleviate newcomers.

Racist views are often expressed, such as 'if you don't like it here, go back to where you came from" - Female newcomer

Often men are the principle applicant in a family and come to Canada to find work while the rest of the family is in the country of origin. However, men face a number of challenges upon arrival including navigating the family reunification process and self-esteem issues caused by challenges in finding appropriate employment. Women identified social isolation, childcare duties, language, housing and

employment as major challenges upon arrival. Women newcomers who are parents face additional challenges of finding and facilitating access to supports for their children and members of their families who are seniors. Youth identified challenges with language, discrimination, adapting to a formal school system, and managing family childcare duties upon arrival to Canada. Youth do not use many settlement services outside of the family beside youth or social groups. Seniors face challenges around social isolation stemming from a dependence on their family. Most challenges faced by seniors who are newcomers are based on the seniors' reliance on their families for housing, income, and communication. Even within larger family units, language, and economic independence are issues that seniors encounter.

Refugees are less likely to know anyone upon arrival to Canada and therefore have additional challenges connecting to supports and services, and some of the greatest barriers to settlement. Refugees also often arrive in Canada having experienced trauma in their country of origin, and face significant challenges with housing, and employment. In terms of housing, refugees are more likely to start life in Canada living in shelters in the East Downtown Toronto area than other immigrants. Additional employment challenges occur because refugees are given Social Insurance Numbers that begin with the number "9" which many newcomers felt allowed employers to discriminate against refugees based on their immigration status.

Precarious status newcomers were among those facing the most severe challenges. People with precarious status in East Downtown Toronto do not feel comfortable approaching some services because of their status and the information that those services require. This was particularly true of health services. Other services, again may force precarious status newcomers to relive potentially traumatic experiences in order to prove their eligibility for services. The strain of revealing trauma highlights the need for trust to be built between precarious status newcomers and service providers (both settlement and mainstream services). LGBT newcomers face many of the same challenges of other newcomers in East Downtown Toronto with a few exceptions.

"When you don't have full status it affects you psychologically, it hinders you, it crosses your mind all the time. It is everywhere, no matter what you want to do. Whenever you answer that you have no status, it brings depression...The limbo can take up to 10 years and it makes life harder and uncomfortable" - Male newcomer

LGBT newcomers were likely to have expectations about Canada being a safe place with more

employment opportunities for members of the LGBT communities. LGBT newcomers also identified arriving in Canada because of discrimination or fear of persecution in their country of origin.

Newcomers living with HIV/AIDS also face many of the same challenges of other newcomers in East Downtown Toronto. However, newcomers living with HIV/AIDS were more likely to be able to access family doctors than other newcomers. Those living with HIV/AIDS were not always accessing specialists because many newcomers living with HIV/AIDS do not want to reveal their health condition to a lot of people. Stigma associated with HIV/AIDS in some countries of origin was also identified as a barrier for some newcomers living with HIV/AIDS to accessing needed services in the area.

Francophone newcomers also face many of the same challenges as other newcomers. Francophone newcomers were more likely to arrive in Canada with expectations that they would be able to communicate effectively in French because Canada is a bilingual country. These expectations have also led to challenges in finding linguistically appropriate services especially around healthcare and day cares. Employment was also a significant issue for Francophone newcomers, specifically in relation to the recognition of foreign credentials.

"I appreciate the fact that in Canada we have a lot of opportunities for education. However it is not easy for francophones to find work in one's field or just a simple job in Toronto. The situation is worrying for us because we cannot see how we can build a future under such conditions" - Female participant who has been living in Canada for 8 years

Implications for Services, Supports, and Settlement

Both service providers and newcomers indicated that there are a lot of services located in close proximity to each other in East Downtown Toronto. Newcomers in the area come from diverse communities, and services are generally able to meet these diverse needs, but are strained as demand grows. Services in the area are provided in many different languages. Similarly, service providers identified more services in the area that support specific newcomer populations such as LGBT,

victims of torture, and HIV/AIDS newcomer communities. These characteristics attract a growing demand for services.

Collaboration among East Downtown Toronto service providers leads to an increase in numbers of newcomers served, a greater variety of services and supports provided, and better referrals that all help meet the needs of newcomers locally. For agencies, greater collaboration builds capacity internally, creates awareness of opportunities and challenges, informs service providers of other services and supports being provided, reduces duplication of services, and leads to joint funding opportunities. Collaboration, however, also requires resources and the current collaborative model may not be sustainable without further dedication of resources.

Issues raised about settlement services go beyond settlement to other mainstream services as well (including Health, Education, and Transportation). Consistently, newcomers identified the need for more personal contact in the delivery of services. This would involve more one-on-one interaction with newcomers, a comprehensive network of supports for each newcomer and a more holistic approach to the issues that newcomers face. Newcomers and service providers identified the need for more accurate and up to date information from settlement agencies, better referrals between settlement agencies, and better referrals between settlement agencies and mainstream services. In improving services for newcomers, many service providers identified a role for the Local Immigration Partnership to help facilitate improvements. Possible roles include the LIP supporting further collaboration by centralizing information, assisting in the establishment of partnerships, assisting with referrals, providing training workshops and networking opportunities between service agencies, and advocating on behalf of newcomers.

- ❖ More accurate and up to date information from settlement agencies,
- ❖ Better referrals between settlement agencies and mainstream services
- ❖ Assisting in the establishment of partnerships
- ❖ Providing training workshops and networking opportunities between service agencies
- ❖ Advocating on behalf of newcomers.
- ❖ Orientation programs to help recent arrivals connect with services and navigate government systems and occasional daily activities

3. Community Consultations

On April 7, 2010 a General Meeting was held where over 50 people participated. The objective of the consultation held on was to review the findings of the environmental scan and identify relevant issues for further discussion by the Planning Tables and address these issues in the Settlement Strategy. The consultation began with a guest presentation by Bill Sinclair, Associate Executive Director of St. Stephen's Community House (West Downtown LIP) who shared his experience of establishing the West Downtown Toronto Settlement Service Coordination Project. Through small group discussions, each planning table identified the issues and gaps related to overall immigrants' settlement and integration. The reporting of the planning tables was followed by Public Interest presentation on the environmental scan findings.

The objective of the second consultation, held on August 25, 2010, was to review the work of the different Planning Tables and to provide feedback on the draft strategic plan. The meeting began with presentations by representatives from each of the Planning Tables highlighting their most relevant conclusions. These presentations were followed by a detailed page-by-page discussion of the strategic plan, concluding in the setting of top priorities to be addressed in the immediate future.

Cross-cutting themes in all the discussions included issues of social exclusion, the need to address barriers faced by specific groups of newcomers including women, seniors, youth and newcomers with precarious status, and problems arising from adopting a restricted definition of recent immigrants. It was felt that improving access to services should consist of reducing language barriers and improving networking among service providers. Participants listed the following as problems affecting newcomers generally:

- Language barriers, including inadequate access to professional interpretation services.
- Psychological health issues including stigmas and the stress arising from family separation.
- Fear of losing cultural beliefs/fear of assimilation, pressure to acculturate.
- Societal oppression impacting newcomers' ability to function on a daily basis, including myths about immigration and the criminalization of immigrants, as well as subtle discrimination within the social service sector itself.
- Dwindling funds and resources for settlement services leading to fragmentation of infrastructure and competition between organizations for scarce resources, which results in poor coordination of services and territoriality. Additionally, there is insufficient awareness among newcomers of the resources that do exist.

Settlement Strategy and Action Plan

As noted in the previous chapters of this report, the work of the planning tables, the environmental scan along with newcomer needs assessment and community consultation were to understand the current/changing needs of the immigrants we serve, emerging gap in the services, and make suitable changes, enhancement as well as addition to our services as to better serve our clients. In order to address these needs/gaps in the community we have also laid out several strategic directions for the East Downtown Toronto neighbourhood.

The strategic directions that have been identified are as follows:

- 1) To enhance and coordinate service delivery,*
- 2) To reduce access barriers for newcomers,*
- 3) To foster a well informed and welcoming community,*
- 4) To improve orientation, skills and professional development, and*
- 5) To promote the successful integration of newcomers into the Canadian labour market.*

1. Enhance and Coordinate Service Delivery

During the consultation process, the majority of service providers indicated that increased collaboration among agencies allowed more newcomers access to a wider variety of services and supports that otherwise might not have been accessible. However, service providers also recognized challenges around creating sustainable and effective partnerships and identified the need for additional support to encourage future collaborations.

2. Reduce Access Barriers for Newcomers

Service providers and newcomers identified a number of barriers to accessing services in the East Downtown Toronto neighbourhood. First and foremost,

newcomers face language barriers in accessing mainstream services, especially with regards to healthcare. In the consultations, many Francophone newcomers expressed their frustration in not being able to access a family doctor that spoke French. As a result many Francophone newcomers found themselves having to travel long distances outside of their neighbourhood to access primary healthcare services in their language. Many of these newcomers had arrived in Canada with the expectation that due to the fact that they were fluent in one of Canada's official languages they would have no problem settling and accessing services in the community, however they were shocked to realize that this was not the case in many parts of Canada.

Transportation was also identified by many newcomers as posing a barrier to accessing services in East Downtown Toronto. Not only did newcomers feel that TTC fares were too high, but many also found the TTC system to be quite challenging to navigate.

Furthermore, newcomer women face challenges to accessing services due to the lack of affordable childcare supports.

Newcomers also face barriers in accessing affordable, adequate, and safe housing. Newcomers in the East Downtown Toronto neighbourhood often find themselves living in very poor quality and crowded housing conditions. Moreover, these living conditions also have a great impact on the mental health and well-being of newcomers.

3. Foster a Well Informed and Welcoming Community

In order to foster a well-informed and welcoming community there is a need to further reduce public anxiety and misconceptions that continue to exist in the neighbour about newcomers. It is only through continued public awareness and education on strengths and contributions newcomers can and have made to Canadian society that one can tackle the issue of racism and discrimination.

Service providers identified the need to give newcomers ownership of their communities through civic participation and community development. By doing so one creates a sense of unity in the community where all members can contribute and prosper.

4. Orientation, Skills & Professional Development

Due to a lack of information on legal and human rights in Canada, newcomer populations often find themselves in situations where they are taken advantage of by others. These unfortunate cases of abuse often further add to the traumatic experiences of many newcomers. It is only by educating newcomers on their rights in Canada and how respond to a situation where they may feel that they are being abused or taken advantage of based on their status in Canada.

In addition, service providers recognized the need for increased professional development training in order to be able to serve a growing diverse population in the East Downtown Toronto area.

5. Promote the Successful Integration of Newcomers into the Canadian Labour Market

Service providers and newcomers identify a lack of employment services that are specifically aimed at newcomers in East Downtown Toronto. Newcomers face a number of barriers in acquiring employment that matches their skills and qualifications. These barriers include the inability to get their foreign qualification and credentials recognized in Canada, a lack of competence in both official languages, under-employment and a lack of Canadian experience. Through specialized training and supports aimed at newcomers these barriers can be further tackled. However, it is also imperative to engage employers in order to further educate and raise awareness on the benefits of hiring newcomers.

Settlement Strategy Vision:

To foster and build an inclusive community where the social and economic capacity of newcomers is utilized for the betterment of our societies.

Why is Immigration & Integration So Important?

Immigration becomes even more imperative in order to grapple with the affects of an aging and declining population, low birth rates and an increase in labour shortages. However, with increased immigration to Canada, more effort must be made to successfully integrate newcomers into society in order to fully utilize their potential. Successful integration is a dynamic two-way process that involves both newcomers and receiving communities working together in order to build a better future for their families. Integration is the responsibility of everyone in society and requires the support and cooperation of national and local governments in order to ensure successful outcomes.

Strategic Directions:

Enhance & Coordinate
Service Delivery

Reduce Access Barriers

Well-informed &
Welcoming Community

Orientation, Skills &
Professional
Development

Integration into Canadian
Labour Market

Outcomes:

The implementation of a well coordinated and multi-sectoral settlement strategy for newcomer integration has the potential to generate successful outcomes for both newcomers and receiving communities. Successful integration of newcomers into Canadian society can create:

- ***Socially inclusive and cohesive communities*** where everyone feels a sense of belonging and is free to participate and contribute in the betterment of their societies.
- ***Improved economic and global competitiveness*** through the integration of newcomers into the Canadian labour market. By doing this one can offset labour shortages and increase the amount of workers, consumers, taxpayers, and entrepreneurs.

East Downtown Toronto Local Immigration Partnership - Action Plan

1. Enhance and Coordinate Service Delivery				
Needs/Gaps	Proposed Actions	Outcomes	Roles/Responsibilities	Timeline
More support for cross sectoral collaboration among East Downtown service providers to create sustainable and effective partnerships.	Strengthen LIP as a neighbourhood-based body to facilitate and encourage cross- sectoral collaboration among agencies by: <ul style="list-style-type: none"> I. Identifying all existing partnerships in the neighbourhood. II. Identifying best practices & opportunities for inter-agency cooperation. III. Work on creating a common protocol for the establishment of new partnerships and a common referral protocol. 	Strengthen and develop cross-sectoral collaboration. Strengthen and collaborate services.	LIP Staff & all member agencies of the East Downtown Toronto LIP	<ul style="list-style-type: none"> I. Nov. 2010 – Jan. 2011 II. Mar. 2011 – Sept. 2011 III. Jan. 2011 – Dec. 2011
	Hold regular formal and informal meetings for networking and sharing of ideas between various stakeholders in the East Downtown Toronto neighbourhood.	Decrease the competitive environment that may exist among settlement agencies.	LIP Staff	Nov. 2010 – Mar. 2011
	Encourage information and resource sharing among agencies through mechanism such as: <ul style="list-style-type: none"> I. E-updates II. Newsletters III. Centralized communication web portal 	Settlement information will be made more accessible to both agencies and newcomers. Enhance communication among all relevant stakeholders to better serve newcomers.	LIP Staff & all member agencies of the East Downtown Toronto LIP	<ul style="list-style-type: none"> I. Nov. 2010 – Mar. 2011 II. Nov. 2010 – Mar. 2011 III. Mar. 2011 – Mar. 2012
	Take stock of existing information packages and already existing service provider databases such as Toronto211. Work to make sure all this information	All important information will be made more accessible to both agencies and newcomers.	LIP Staff & all member agencies of the East Downtown Toronto	

	<p>is readily accessible in newcomer communities through:</p> <ul style="list-style-type: none"> I. Increased outreach II. Training and workshops for front line staff <p>Strengthen the relationship between informal and formal settlement service providers by:</p> <ul style="list-style-type: none"> I. Identifying all informal/grassroots service providers. II. Identify the types of services provided by informal/grassroots service providers. <p>Work on a common service delivery protocol to be used by all agencies serving newcomers that will include quality assurance and continuous improvement.</p> <ul style="list-style-type: none"> I. Identify best practices in service delivery. II. Create a common protocol and disseminate among all LIP member agencies. III. Periodically evaluate service delivery in order to determine success and continuously improve services for newcomers. 	<p>Better coordination and access to services.</p> <p>Continuously improve service delivery as newcomer population needs change.</p> <p>Develop a common referral protocol to ensure the hand-over of clients.</p>	<p>LIP</p> <p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p> <p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p>	<ul style="list-style-type: none"> I. Nov.2010 – Jan. 2011 II. Nov.2010 – Jan. 2011 <ul style="list-style-type: none"> I. Nov.2010 – Mar.2011 II. Nov.2010 – Mar.2011 <ul style="list-style-type: none"> I. Nov. 2010 – Mar. 2011 II. Apr. 2011 – Nov. 2012 III. Apr. 2011 (Annual Evaluation)
2. Reduce Access Barriers for Newcomers				
Needs/Gaps	Proposed Actions	Outcomes	Roles/Responsibilities	Timeline
Service providers and newcomers identified a number of barriers to accessing services in the East Downtown Toronto neighbourhood:	<p>Build awareness around challenges that newcomers face in accessing culturally appropriate settlement services.</p> <ul style="list-style-type: none"> I. Organize workshops to raise awareness on the stigma and cultural challenges newcomers face in accessing certain services. II. Identify best practices in overcoming the stigma and cultural challenges associated 	More newcomers are able to access appropriate services.	LIP Staff & East Downtown Toronto LIP Social & Cultural Inclusion Planning Table	<ul style="list-style-type: none"> I. Apr. 2011 – Mar. 2012 II. Jan. 2011 – Dec. 2011

<p>Barriers to affordable, adequate, and safe housing.</p>	<p>with accessing services.</p> <p>III. Raise awareness on how disabilities may deter newcomers from accessing appropriate settlement services.</p> <p>Engage landlords and property managers/owners in order to try to address housing needs.</p> <p>I. Identify existing landlords and property managers/owners in the neighbourhood.</p> <p>II. Organize information sessions for landlords and property managers/owners in order to raise awareness on newcomer housing needs and moreover the financial opportunities in addressing these needs.</p> <p>III. Form coalitions with already existing low income networks to share ideas and best practices.</p> <p>Raise awareness on the need for more adequate funding from all government levels to deliver new affordable homes to newcomers.</p> <p>I. Engage with all relevant stakeholders in order to raise awareness on the barriers of accessing affordable housing in Toronto.</p> <p>II. Encourage cross-sectoral collaboration in order to find ways of addressing the housing needs of newcomers.</p>	<p>Increased awareness of newcomer needs and the financial opportunities this population offers among landlords and property managers/owners.</p> <p>Find solutions to housing needs</p>	<p>LIP Staff & East Downtown Toronto LIP Housing Planning Table</p> <p>LIP Staff & East Downtown Toronto LIP Housing Planning Table</p> <p>LIP Staff & East Downtown Toronto LIP Employment, Training and</p>	<p>III. Apr. 2011 – Mar. 2012</p> <p>I. Nov. 2010 – Mar. 2011</p> <p>II. Apr. 2011 – Mar. 2012</p> <p>III. Nov. 2010 – Mar. 2012</p> <p>I. Apr. 2011 – Mar. 2012</p> <p>II. Nov. 2010 – Mar. 2012</p>
<p>Newcomers face language barriers in accessing mainstream services.</p>	<p>Build the capacity of all newcomer serving agencies in the East Downtown Toronto area to be able to function bilingually in both Canada's official languages.</p>	<p>Improve agencies capacity to function in both of Canada's official languages.</p>	<p>LIP Staff & East Downtown Toronto LIP Employment, Training and</p>	

	<ul style="list-style-type: none"> I. Encourage agencies to designate at least 1 bilingual position in their organizations. II. Advocate for funding that would allow all employees to access French language training classes (i.e.: collaborate with OCASI to include French training in PET funds). 		Language Planning Table	<ul style="list-style-type: none"> I. Apr. 2011 – Mar. 2012 II. Apr. 2011 – Mar. 2013
	<p>Increase funding for interpretation services.</p> <ul style="list-style-type: none"> I. Identify all existing interpretation services. II. Advocate for more funding if existing interpretation services are not meeting the current demand in the community. III. Promote the development of a centralized, government funded interpretation system. 	<p>Increased access to interpretation and translation services.</p> <p>Services will be more accessible to a larger and more diverse newcomer population</p>	LIP Staff & East Downtown Toronto LIP Employment, Training and Language Planning Table	<ul style="list-style-type: none"> I. Apr. 2011 – Oct. 2011 II. Jan. 2012 – Jan. 2013 III. Jan. 2012 – Jan. 2013
	<p>Develop flexible schedules for language ESL and LINC training classes that are geographically dispersed evenly in the neighbourhood so that newcomers can access these classes in close vicinity to their homes.</p> <ul style="list-style-type: none"> I. Identify all language training classes currently available. II. Raise awareness on the need for more flexible schedules. III. Partner with Toronto District School Board, LINC, and any other relevant stakeholder. 	<p>Reduce language barriers to accessing services</p>	LIP Staff & East Downtown Toronto LIP Employment, Training and Language Planning Table	<ul style="list-style-type: none"> I. Nov. 2010 – Mar. 2011 II. Apr. 2011 – Mar. 2012 III. Nov. 2010 – Mar. 2012
	<p>Improve language training referrals among agencies based on newcomer needs.</p>	<p>Language training is accessible to wider variety of newcomer populations.</p>	LIP Staff & East Downtown Toronto LIP Employment, Training and	<p>Apr. 2011 – Mar. 2013</p>

Transportation also poses a barrier to accessing services in East Downtown Toronto.	<p>Identify existing transportation subsidies and explore with other stakeholders the possibility of a newcomer TTC discount card for at least a year upon arrival to Canada.</p> <ol style="list-style-type: none"> I. Engage all relevant stakeholders on the need for such a card. II. Work towards increasing transportation subsidies by raising awareness on increased transportation costs in Toronto and the need for more assistance to offset these changes. 	Reduce geographical barriers to accessing services	Language Planning Table LIP Staff & all member agencies of the East Downtown Toronto LIP	<ol style="list-style-type: none"> I. Apr. 2011 – Dec. 2011 II. Jan. 2012 – Dec. 2013
Lack of affordable and accessible child support prevents many newcomer women from accessing much needed services.	<p>Work towards creating additional child support such as child minding to women accessing services.</p> <ol style="list-style-type: none"> I. Identify agencies that currently provide child support to newcomer women. II. Raise awareness on the unique needs of mothers accessing services and provide recommendations on how to make services more accessible. III. Increase public education and awareness in newcomer communities in order to reduce cultural barriers that traditionally may have not allowed women to access certain services. <p>Work towards expanding services in order to better address the social isolation of newcomer seniors.</p> <ol style="list-style-type: none"> I. Identify services for seniors in East Downtown Toronto. II. Raise awareness on the difficulties seniors experience when settling in Canada. 	<p>Reduce barriers associated to gender in accessing services.</p> <p>Reduce senior isolation and reliance on family members.</p>	<p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p> <p>LIP Staff & East Downtown Toronto LIP Social & Cultural Inclusion Planning Table</p>	<ol style="list-style-type: none"> I. Nov. 2010 – Mar. 2011 II. Apr. 2011 – Mar. 2012 III. Feb. 2011 – Mar. 2012 I. Jan. 2011 – Mar. 2011 II. Apr. 2011 – Mar. 2012

<p>Newcomers face challenges in navigating and accessing health services.</p>	<p>III. Expand services in East Downtown Toronto to address any gaps that currently exist.</p> <p>Increase the number of mobile health teams in the area.</p> <ul style="list-style-type: none"> I. Identify all the existing mobile health teams in the area. II. Identify areas where there is a need to expand such mobile health teams with further in-depth research. III. Engage all relevant stakeholders in order to identify potential funders for such a project. <p>Work towards more formalized partnerships between, settlement agencies, community health centres and hospitals by developing a more formal referral system.</p> <ul style="list-style-type: none"> I. Engage all relevant stakeholders II. Develop a formal referral system (i.e: form) III. Disseminate and provide workshops on the new referral system 	<p>Increased capacity for health promotion and prevention in the East Downtown Toronto neighbourhood.</p> <p>Increased understanding of social determinants of health.</p> <p>Better access to health services for newcomers</p>	<p>LIP Staff & East Downtown Toronto LIP Health/Mental Health Planning Table, and External Researchers.</p> <p>LIP Staff & East Downtown Toronto LIP Health/Mental Health Planning Table</p>	<p>III. Dec. 2012 – Dec. 2013</p> <p>I. Apr. 2011 – Sept. 2011</p> <p>II. Oct. 2011 – Nov. 2012</p> <p>III. Dec. 2012 – Jan. 2013</p> <p>I. Apr. 2011 – Dev. 2011</p> <p>II. Jan. 2012 – May 2012</p> <p>III. Nov. 2012 – Nov. 2013</p>
<p>3. Foster a Well Informed and Welcoming Community</p>				
<i>Needs/Gaps</i>	<i>Proposed Actions</i>	<i>Outcomes</i>	<i>Roles/Responsibilities</i>	<i>Timeline</i>
<p>Service providers identified the need to give newcomers ownership of their communities through civic participation and community</p>	<p>Raise awareness on the strengths, contributions and leadership abilities of newcomers.</p> <ul style="list-style-type: none"> I. Organize and advertise an educational awareness campaign to highlight the strengths, contributions and leadership abilities of newcomers. II. Identify success stories and best practices in order to replicate such cases in the 	<p>Further dispel any myths and stereotypes that exist in the community.</p> <p>Reduce the misconceptions and stereotypes that may exist in the community about newcomers.</p>	<p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p>	<p>I. Oct. 2011 – Oct. 2012</p> <p>II. Oct. 2011 – Oct. 2012</p>

development.	community.			
In addition, there is a need to further tackle the issues of racism and stigmas often associated with newcomers.	<p>Endorse participation in cultural activities that celebrate the diversity of Canada.</p> <ol style="list-style-type: none"> Identify all cultural activities in the neighbourhood, encourage participation from the general community and newcomers. <p>Develop a youth planning table for the East Downtown Toronto LIP in order to engage newcomer youth in planning and integration.</p> <ol style="list-style-type: none"> Engage all stakeholders that work with newcomer youth. Organize a newcomer youth leadership event. <p>Promote an environment where all members of the community can prosper and contribute equally.</p> <ol style="list-style-type: none"> Identify and increase volunteer opportunities for newcomers by engaging with all relevant stakeholders such as Volunteer Toronto. Educate newcomers on the benefits of volunteerism, community engagement and civic participation (ie: voting). Recognize and reward newcomer achievements in the community. <p>Promote and encourage a policy to plan with communities and not for communities.</p> <ol style="list-style-type: none"> Facilitate and coordinate input from newcomers in the development of new 	<p>Newcomers feel a sense of ownership and belonging in their communities.</p> <p>Address the unique needs and concerns of newcomer youth.</p> <p>Facilitate the integration and settlement process.</p> <p>The East Downtown community will benefit from the social capital of newcomers.</p> <p>Members of the community will be engaged in planning the future of their communities.</p>	<p>LIP Staff & East Downtown Toronto LIP Social & Cultural Inclusion Planning Table</p> <p>LIP Staff & East Downtown Toronto LIP Steering Committee</p> <p>LIP Staff & East Downtown Toronto LIP Social & Cultural Inclusion Planning Table</p> <p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p>	<ol style="list-style-type: none"> Nov. 2010 – Mar. 2011 Nov. 2010 – Mar. 2011 Sept. 2011 – Sept. 2012 Sept. 2011 – Sept. 2012 Sept. 2011 – Sept. 2012 Nov. 2010 – Nov. 2013

	<p>programming.</p> <p>II. Greater consultation and input from newcomers and community members on how to make our communities a better place to live in.</p>			<p>II. Nov. 2010 – Nov. 2013</p>
4. Orientation, Skills & Professional Development				
Needs/Gaps	Proposed Actions	Outcomes	Roles/Responsibilities	Timeline
<p>Newcomers identified the need for further education regarding their rights in Canada.</p>	<p>Educate newcomers on their rights in Canada and more specifically on legal issues such as child protection, tenant laws, employment, immigration, domestic violence, etc.</p> <p>I. Identify all agencies that provide training to newcomers on their rights in Canada.</p> <p>II. Encourage and educate newcomers on the benefits of accessing such training.</p> <p>III. Establish partnerships with Toronto Police Service and organize workshops for newcomers in order to reduce tension and stigma associated with enforcement officials.</p>	<p>Newcomers are better informed of their rights and responsibilities.</p>	<p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p>	<p>I. Nov. 2010 – Mar. 2011</p> <p>II. Apr. 2011 – Mar. 2012</p> <p>III. Nov. 2010 – Mar. 2012</p>
<p>In addition, service providers recognized the need for increased professional development training in order to be able to serve a growing diverse population in the East Downtown Toronto area.</p>	<p>Raise awareness on the need for more accessible and clear pre-arrival information for all prospective immigrants. This could include the following: more enhanced websites, better communication and information, educating people on what to expect, etc.</p> <p>Raise awareness on the continued need to work from an anti-oppressive and anti-racism framework and make such training mandatory for all newcomer serving agencies including all levels of</p>	<p>Reduce the stress and anxiety associated with unrealistic expectations upon arrival in Canada.</p> <p>Increased access to culturally competent services.</p>	<p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p> <p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p>	<p>Apr. 2011 – Dec. 2013</p>

	<p>government.</p> <ul style="list-style-type: none"> I. Identify organizations that provide such training. II. Engage all relevant stakeholders. III. Develop a calendar for training and/or workshops. 			<ul style="list-style-type: none"> I. Apr. 2011 – Mar. 2013 II. Apr. 2011 – Mar. 2013 III. Apr. 2011 – Mar. 2013
5. Promote the Successful Integration of Newcomers into the Canadian Labour Market				
Needs/Gaps	Proposed Actions	Outcomes	Roles/Responsibilities	Timeline
<p>Service providers and newcomers identify a lack of employment services that are specifically aimed at newcomers in East Downtown Toronto.</p> <p>In addition employers and newcomers also identified a number of barriers to newcomers acquiring employment that matched their skills and qualifications.</p>	<p>Effectively engage employers in order to educate and raise awareness on the benefits of hiring newcomers.</p> <ul style="list-style-type: none"> I. Identify success stories and best practices. II. Hold periodic forums for all stakeholders and recognize the contributions of employers who have excelled in hiring newcomers. <p>Participate in ongoing communication and consultation with local and regional labour market networks.</p> <p>Develop a common protocol for employers looking to hire newcomers.</p> <ul style="list-style-type: none"> I. With the input of employers, identify ways to make hiring newcomers easier. II. Create a portal for employment in East Downtown Toronto. 	<p>Reduce anxiety that may exist in hiring newcomers.</p> <p>More newcomers will be established in Canadian workforce.</p>	<p>LIP Staff & East Downtown Toronto LIP Employment, Training and Language Planning Table</p> <p>LIP Staff & East Downtown Toronto LIP Employment, Training and Language Planning Table</p> <p>LIP Staff & East Downtown Toronto LIP Employment, Training and Language Planning Table</p>	<ul style="list-style-type: none"> I. Jan. 2011 – Sept. 2011 II. Mar. 2011 – Mar. 2012 <p>Nov. 2010 - Mar. 2013</p> <ul style="list-style-type: none"> I. May. 2011 – May. 2013 II. May. 2011 – May. 2013

Barriers to acquiring appropriate employment include the following: foreign qualification and credentials not being recognized in Canada, the lack of competence in both official languages, under-employment and the lack of Canadian experience.	<p>The development of more one-on-one assistance/support to find work, retain jobs, and start small businesses.</p> <ul style="list-style-type: none"> I. Work towards increased workplace orientation and training II. Work towards increased specialized job training opportunities III. Work towards increased specific occupational information and advice from experts in the field. <p>Advocate on behalf of newcomers on the recognition of foreign professional and academic qualifications.</p>		<p>LIP Staff & East Downtown Toronto LIP Employment, Training and Language Planning Table</p> <p>LIP Staff & all member agencies of the East Downtown Toronto LIP</p>	<ul style="list-style-type: none"> I. Sept. 2011 – Mar. 2014 II. Sept. 2011 – Mar. 2014 III. Sept. 2011 – Mar. 2014 <p>Sept. 2011 – Mar. 2014</p>
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Work Plan

The establishment of the Local Immigration Partnerships (LIPs) in the province of Ontario has been a very successful first step in ensuring that future community planning is collaborative in nature. All agencies that serve newcomers have been invited to join their local LIP and have continuously met for the past ten months in order to identify the gaps in services and discuss different means of improving newcomer integration into the Canadian system. The East Downtown Toronto LIP has also conducted various consultations with newcomers and employers. The goal of the East Downtown Toronto LIP is to further promote and encourage a policy to plan with communities and not for communities. Government policies must be informed by the realities on the ground otherwise they will have no major impact in newcomer populations and LIP seeks to facilitate this two-way process.

The East Downtown Toronto Settlement Strategy and Action Plan seeks to support the province of Ontario's objectives for immigration and integration of newcomers. As identified in the Settlement Strategy and Action Plan for the East Downtown Toronto neighbourhood, successful integration of newcomers is the responsibility of all community members and can only be achieved through cross sectoral support and collaboration. Newcomers possess immense social and economic capacity and if better utilized can offset current strains to the Canadian system such as labour shortages, declining birth rates and an aging population.

The East Downtown Toronto LIP will work towards promoting and further raising awareness on the benefits of implementing the Settlement Strategy and Action Plan for the neighbourhood. It is only with the collective commitment of all community members that such an extensive work plan can generate successful outcomes for society as a whole. Moreover, LIP will facilitate and encourage cross-sectoral collaboration among agencies by creating a common protocol for the establishment of new partnerships where there is a demand for such services. LIP's goal is to promote the creation of partnerships that build on the strengths of each agency and moreover establish good working relationships. Increased communication among agencies will also alleviate the often competitive environment that may exist in the settlement sector. With the establishment of sustainable and effective partnerships one builds expertise and minimizes duplication of services. In addition, LIP will also continue to participate in existing networks and encourage coalition building around common goals.

In order to measure success it is necessary to implement tools to monitor program performances and when necessary shift funds according to changing client needs. LIP is accountable to the East Downtown Toronto community as a whole and therefore it is imperative to engage the entire community when measuring the success of a program. As laid out in the Action Plan, the East Downtown Toronto LIP has developed several strategic directions with specific and measurable outcomes. LIP will continue to maintain strong connections with newcomers, service providers, and all relevant stakeholders in the community in order to constantly receive feedback on new developments in the neighbourhood. In order to collect data and report on the implementation of the East Downtown Toronto LIP Settlement Strategy it is important to continue to engage agencies on the managerial level in order to determine if goals are being met. In addition, it is even more important to foster a strong relationship with newcomers in order to determine if services are being delivered in a culturally competent manner and if not how to improve such services. Newcomer engagement can be done in the form of focus groups, questionnaires, community consultation meetings and interviews.

All and all, the East Downtown Toronto Action Settlement Strategy will be implemented collectively and collaboratively by all community members with the support of the Local Immigration Partnership in the neighbourhood. The projects level of success will also be determined by the support of all levels of government as integration of newcomers is the collective responsibility of all.

Directory of Services

The East Downtown Toronto Local Immigration Partnership (LIP) underwent the task of producing an up-to-date Directory of Services in the neighbourhood. A variety of resources were used to compile this Directory of Services such as www.toronto211.ca. This Directory is not intended to replace other existing community directories, but to build on the work already done in the neighbourhood and make it more specific to the East Downtown Toronto neighbourhood.

The goal of this Directory is to help newcomers and service providers locate different services in the East Downtown Toronto neighbourhood. Services are organized according to the following categories:

- Housing Services
- Shelters
- Employment Services
- Health/ Mental Health Services
- Legal Aid
- Settlement Services
- Language
- Seniors
- Youth
- LGBTTTQ.

Moreover, the Directory also includes a brief description of each organization and the types of services they provide. In addition, agencies that provide services in languages other than English have also been identified to further assist in finding appropriate services in the neighbourhood. For organizations, that have eligibility requirements these restrictions have also been identified in the Directory.

All in all, we hope this Directory of Services will help newcomers access services that will help support their successful settlement and integration into Canadian society.

Evaluation of the East Downtown Toronto LIP

The following section describes both the formal and informal evaluation processes that took place as part of the LIP project, as well as a summary and analysis of the corresponding results.

Formal evaluations included:

- A general meeting evaluation form completed on April 7th, 2010.
- A community strategy consultation evaluation form completed on August 25th, 2010.
- Members of the East Downtown Toronto LIP completed a service provider survey that results of which were included in the Needs Assessment for the neighbourhood.

Project evaluation was also threaded throughout the LIP process, with consistent and continued attention being paid to members' comments and feedback through informal processes such as planning table meeting discussions, e-mail communication, newsletter submissions, etc. Accordingly, ongoing efforts were made to modify and improve the LIP process based on the feedback received from member agencies, which are also documented in this section.

All major facets of the LIP project have been evaluated and are presented below in the following order:

- General Meeting
- Planning Table and Steering Committee Meetings
- Community Strategy Consultation
- Monthly Newsletters

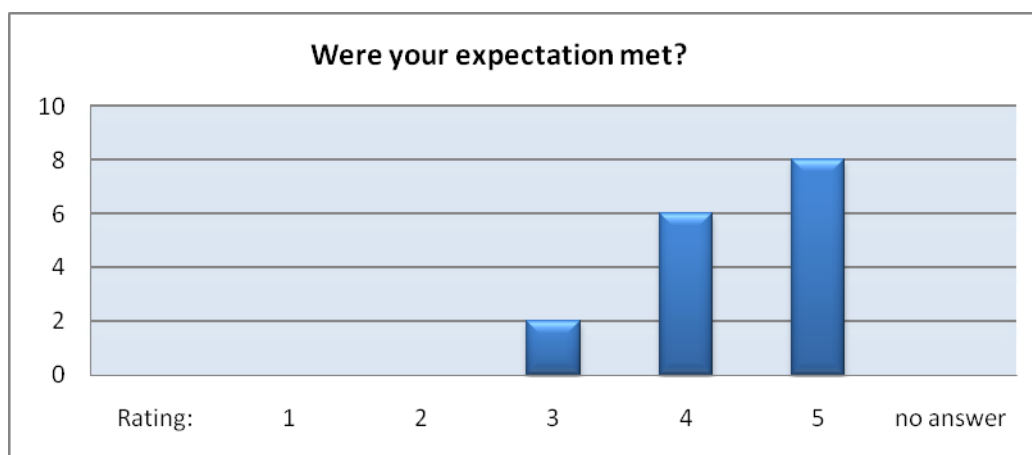
Community Strategy Sessions

East Downtown Toronto LIP community strategy sessions were held twice over the course of the project. The first was a full day General Meeting held on April 7, 2010, with the objective of reviewing the findings of the environmental scan and identifying relevant issues for further discussion by the Planning Tables. The second was a half-day Community Strategy Consultation meeting held on August 25, 2010 and the objective of this meeting was to present and provide feedback on the draft strategic plan. Both sessions were open to all members of the East Downtown LIP.

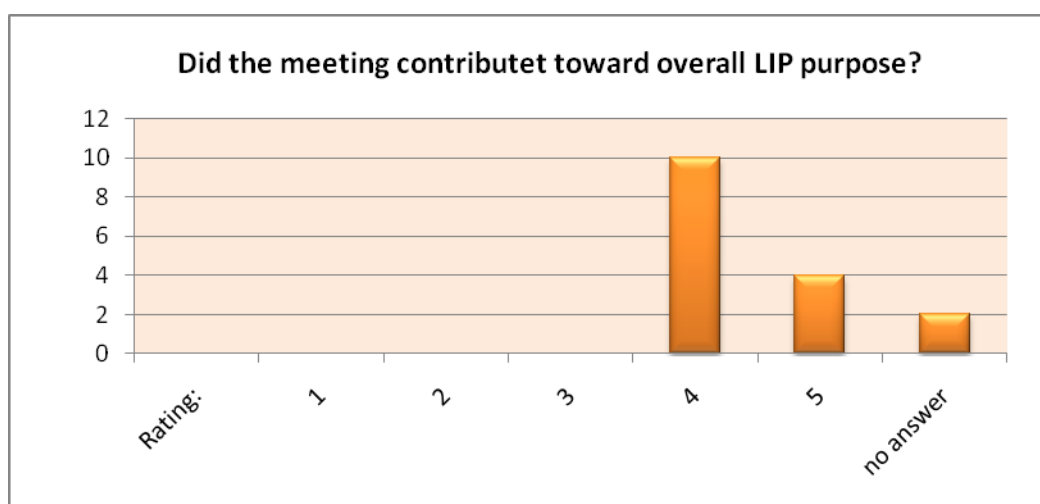
The method of evaluation for both community strategy sessions was the same for both meetings and consisted of a voluntary written evaluation form completed by LIP members in attendance.

April 7th General Meeting

Members were asked to rate the different components of the meeting on a scale of 1 – 5, with 5 being the highest rating. The most successful aspects of the meeting were the degree to which this meeting contributed towards achieving the overall purpose of the LIP project and also facilitation of the meeting. Overall, members seemed highly satisfied with this meeting – all aspects of the meeting were rated at least ‘3’ or higher.



Question 6: “Degree to which I think this meeting contributed toward achieving our overall purpose:”



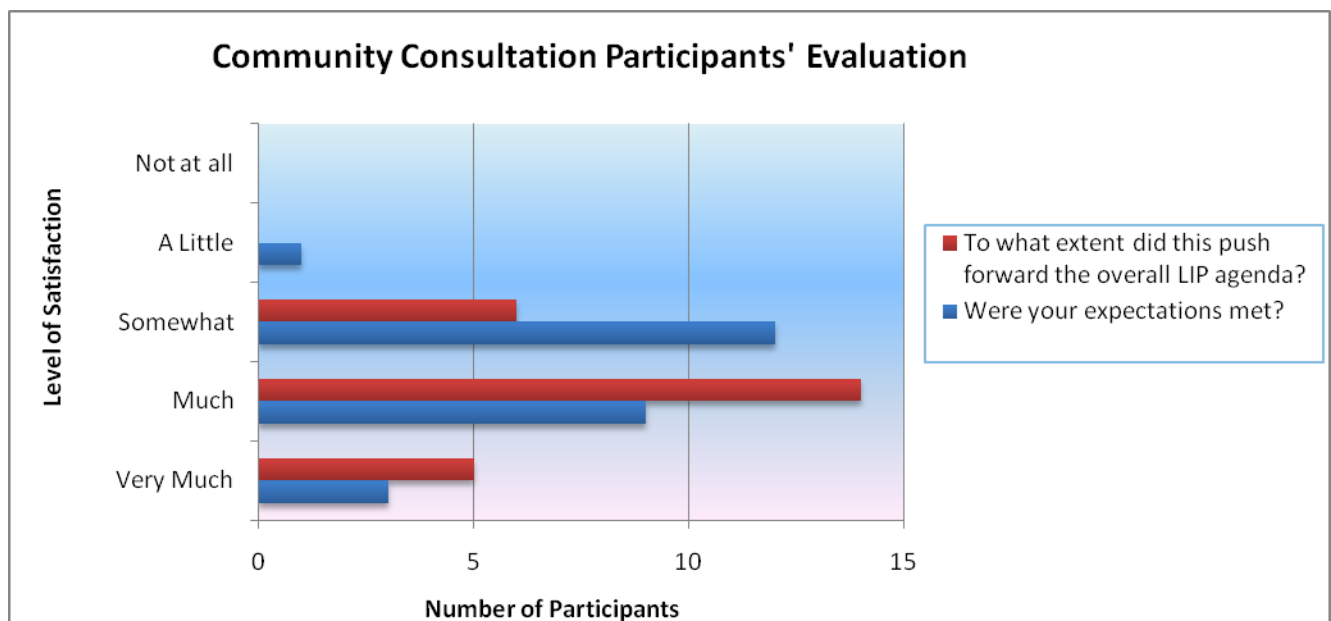
Additional comments from attendees included the following:

“Very Well Done! The afternoon was a great achievement. Excellent participation.”

“Great job! Hope this will spark increased interest with new potential members!”

August 25th Community Consultation Meeting

Most members found this meeting to be highly effective, with 76% of members stating that this meeting very much or much pushed forth the overall LIP agenda. The remaining members felt that this was somewhat true. Several members commented that they wished this could have been a full day meeting as time constraints prevented more detailed discussions.



Qualitative evaluations of this meeting were apparent in members' comments, from which the following benefits were identified:

- A useful discussion of the draft settlement strategy and action plan
- An opportunity to provide individual input
- A great opportunity for networking, collaborating, and hearing the diverse perspectives of various members
- Documents were relevant and well prepared

Members described a respectful, safe environment for the sharing of ideas and collaboration. One member appreciated,

“The willingness of individuals to listen and provide varied opinions without hostility and discourse”

While members found the meeting beneficial, several members called for this to be an ongoing process, commenting:

“We need to have more community organization meetings and more networking opportunities”

Other members suggested arranging more full-day meetings, providing more opportunities to get to know each other’s organizations better.

Planning Table & Steering Committee Meetings

Meetings of planning tables were held on a monthly basis throughout the course of the LIP project. A wide variety of agencies participated in this process, with representatives of educational institutions, Toronto Police, City of Toronto, religious organizations, and community agencies serving a broad range of populations including people living with HIV/AIDS, the LBTTQ community, many different ethnic and cultural groups and newcomers of varying status.

Planning table meetings served as a place to receive a great deal of valuable feedback and suggestions from various members of the community. While not all of these discussions can be summarized here, below several examples are provided:

- Originally, it was planned that there would be 4 focus groups as part of the community consultations. Members provided feedback that this did not seem adequate enough, and were concerned that the experiences of LBTTQ newcomers and newcomers living with HIV/AIDS would not be captured. As a result, the number of focus groups was increased to 8, including groups specific to these populations. As a result, the information captured represented a more diverse population of newcomers and the focus groups became a more successful endeavor.
- It was also at the suggestion of members that the number of years participants had been living in Canada be taken into consideration during focus group recruitment.

- Members also recommended a second community consultation meeting following the success of the April 7th General Meeting.

Newsletter

Members were encouraged to submit announcements, news, stories and agency profiles in order to produce a collaborative newsletter.

An indicator of the success of the newsletter is the variety of agencies that participated, which included:

AIDS Committee of Toronto

Black Coalition for AIDS Prevention

Canadian Centre for Victims of Torture

Elizabeth Fry Toronto

Fred Victor Centre

Hong Fook Mental Health Association

Metropolitan United Church

Operation Springboard

Parliament St. Public Library

Regent Park Community Health Centre

Ryerson University

Salvation Army Immigrant and Refugee Services

Sherbourne Health Centre

The 519 Church Street Community Centre

Toronto District School Board

Woodgreen Community Services

YMCA Newcomer Information Centre

During the Community Consultation meeting, members commented that it was useful to know about upcoming workshops, training opportunities, community announcements and other news that had been featured in the newsletter, but also thought that an “e-update” that would be less time consuming to put together and could be released more often would be even more helpful.

A request for feedback was included in each issue of the newsletter, and positive feedback was received from LIP members consistently.

One LIP member commented:

“I’ve just had a chance to review the latest issue of the newsletter. It is excellent. Congratulations!”

It is also clear from member agency responses to the service provider survey that the LIP project has been a useful and necessary vehicle for the improvement of service provision to newcomers in East Downtown Toronto, and that there is an essential role for the LIP to play in the future. Members identified the following roles LIP could play in the future:

- *“Assist with finding suitable partners. Assist with appropriate referrals”*
- *“Introduce new agencies to community services and welcome them”*
- *“For the LIP to continue to facilitate networks of service providers”*
- *“For the LIP to help coordinate advocacy efforts for service providers to seek funding and opportunities to enhance our capacity to improve services for newcomers, especially around interpretation and translation”*
- *“I think that LIP could play an important role in the area of identifying the gap in services for newcomers particularly as it refers to jobs for newcomers”*

An analysis of each segment of the East Downtown Toronto Local Immigration Partnership, including members feedback on community strategy sessions, newsletters and planning table meetings, clearly demonstrates the success of the project.

Conclusion

The East Downtown Toronto Local Immigration Partnership has so far been a success due to the participation and dedication of its members and also the support and commitment of member agencies. It was also the willingness of members to work together as a team, listening to each other's varied thoughts and opinions with respect and open-mindedness, that fostered the ability of the planning tables to collaborate and for the LIP as a whole to produce an inclusive and effective local settlement strategy and action plan.

The East Downtown Toronto LIP was successful in recruiting a wide variety of stakeholders, including educational institutions, grassroots organizations, local government representatives, hospitals and community health centres, shelters, public libraries, legal clinics, francophone organizations, religious organizations, and service providers specializing in HIV/AIDS, refugee services, the needs of LGBTIQ newcomers, women's services, youth services, mental health and employment, and this is not an exhaustive list. 43 member agencies and more than 70 stakeholders were successful in working together towards achieving the goals of the LIP.

Next Steps:

All documents have been submitted to Citizenship and Immigration Canada. Implementation of the local settlement strategy and action plan is pending further instruction and funding from CIC. Members of the LIP have expressed their desire that implementation will follow and are hopeful that the hard work and energy given to this project will lead to tangible improvements to the settlement and integration process of newcomers.

Members have also communicated that the networks established via the LIP have been highly beneficial for hearing diverse perspectives, understanding newcomers' experiences in a more holistic way, for providing a location that supports new partnerships and collaborations, and for keeping abreast of the most recent news and events in the community. These networking will continue to be maintained by LIP staff. The East Downtown Toronto LIP will continue to increase the number and diversity of its stakeholders, engaging in outreach efforts with a higher number of grassroots organizations, with newcomer youth, and with the wider newcomer population who are living, working, or accessing services in East Downtown Toronto.

Appendix A

Terms of Reference

Steering Committee

The directions and investments set out in the Canada Ontario Immigration Agreement, changing demographics in East Downtown Toronto, of a higher concentration of poverty and under serviced clients including access and equity, and other factors all provide an opportunity and challenge to better serve and respond to immigrants and refugees who live in East Downtown Toronto. The participating agencies of the East Downtown Toronto LIP project align on this Statement of Terms of Reference as a foundational tool to inform and guide the initiative.

The Purpose of the East Downtown Toronto Local Immigration Partnership is to achieve all the objectives as identified in the call for proposal. The objectives are as follow:

- To improve access and coordination of immigrant integration services (settlement, language training, labour market integration, health and education supports) in the community through the establishment of a partnership council;
- To enhance service delivery coordination to newcomers, resident within east Toronto, so that programs complement and build towards a common goal of settlement and integration;
- To build a community of practice which shares learnings from each other and from resident newcomers;
- To strengthen local awareness and capacity to integrate immigrants through the engagement of a broad range of local stakeholders and residents in the formation of the settlement strategy;
- To help members develop best practices and create a forum for learning and sharing.

The East Downtown Toronto LIP members believe that:

- The agencies of East Downtown Toronto working with newcomers, immigrants and refugees – and newcomers, immigrants and refugees themselves – have unique and essential contributions to the development of a continuum and comprehensive and holistic service system.

- The diversity of groups and agencies working in East Downtown Toronto is a strength we want to build on, respecting our individual contributions, insights and challenges is essential in working together.
- Agencies and emerging groups all have a role in future service planning, coordination and delivery, and we recognize the need to coordinate and collaborate with each other in an effort to serve the best interests of clients.
- We all strive to honestly engage in dialogue with other stakeholders. Similarly, we will strive to be transparent in our participation.
- We must model principles of access and equity, anti-oppression, gender equity principles in our work with each other that guide our work with clients and participants.

Principles of a Culturally Competent Settlement Service System

- Client-focused – a system that recognizes that serving the best interests of clients is paramount
- Inclusiveness – a system where decision-making includes perspectives from diverse points of view
- Reflecting cultural differences – the process of identifying or embracing cultural diversity
- Valuing cultural differences – the process of respecting cultural differences within and across cultures
- Services Equity – the ability to provide accessible, appropriate and relevant services to the targeted groups

Key values that Guide us in our Culturally-Based Approach

- We recognize the inherent worth, dignity, and unique assets of each member of a community
- We include attention to the realms that relationships are as important as results
- We seek to learn in and from every interaction and foster an atmosphere of trust
- Our focus is on interdependence (rather than independence) as the pathway to transformation
- We utilize a community holistic development approach
- We enter into and work with communities based in the cultural and social perspectives of those communities.

Composition

Members are representatives of organizations providing services to immigrants/newcomers and/or who recognize the need for coordinated efforts to facilitate the effective settlement and integration of them. Organizations/agencies invited or wishing to join the East Downtown Toronto LIP as full members will be given a package of materials to review then invited to attend a planning table meeting as an observer.

The City of Toronto will serve as an ex-officio, non-voting member of the East Downtown Toronto LIP and will commit to adhere to the Terms of Reference.

Schedule of Meetings

The schedule and the frequency of the Steering Committee meetings are to be determined by its members. A minimum of 5 Steering Committee meetings will be held. The planning tables will meet on a monthly basis as per the calendar developed and approved by LIP members and the Steering Committee.

Attendance & Commitment

- If a member agency is unable to attend a meeting, they may share views through email. However, agencies can also send another person from their organization as a replacement for that meeting.
- Teleconferences may be an option for those who cannot physically attend.
- Email correspondence will be used as needed.
- Steering Committee members will leave the Committee: (1) by giving a written notice, (2) by being declared to be removed after failing to attend three meetings, or (3) by being declared to be removed by vote of the Steering Committee for not complying with the Terms of Reference.
- Agencies can send more than one representative taking into consideration their area of expertise. However, only one representative from an agency shall vote during the decision making process.

Decision Making

Decision making will be by consensus, and where consensus cannot be reached by majority vote, subject to quorum. Each member agency will have one vote. LIP

members that are in conflicts of interest position should declare the conflict and will have their voting rights suspended for the item under discussion.

Quorum

The quorum for a duly called meeting is 50% + 1 Committee members. In the event that quorum is not present for a duly called meeting, a discussion meeting can be held. Any decisions reached at a meeting where quorum is not present must be ratified at a future meeting in accordance with voting procedure. Quorum at a duly called meeting shall include those Committee members who are participating in the meeting via teleconference.

Conflict of Interest Guidelines

Members of the East Downtown Local Immigration Partnership are required to comply with the following guidelines during the process of assessment and/ or decision making:

- Members should declare any conflict of interest if the outcome of the decision and/or assessment is directly or indirectly benefiting their organization. If a proposal pertaining to the member's agency is assessed, the member should refrain from attending that meeting.
- Members should disclose any areas of conflict or political interest, prior to becoming a LIP member and should continue to disclose any potential areas of conflict that may arise later.
- Members should remove themselves from any assessment where a family member or close contact may benefit from any such decisions or outcomes.
- When a potential conflict does arise, the member shall immediately inform the Chair and/or Steering Committee of the conflict and excuse himself/herself from the meeting until the matter is discussed by the Steering Committee.

Appendix B

Chronology of LIP Events

November 2009

- Program Manager and Outreach Coordinator hired.
- All planning tables met for the first time after Citizenship and Immigration Canada had approved the East Downtown Toronto LIP.

December 2009

- LIP Administrative Support hired.
- LIP released the first issue of the East Downtown Toronto monthly newsletter, Community Voices.
- LIP staff identified all agencies and organizations falling within the East Downtown catchment area.
- Calendar of Meetings for the year of 2010 drafted.
- LIP staff attended the first Inter-LIP Meeting at Working Women Community Centre.

January 2010

- Letters of invitation were sent out to agencies and organizations in the East Downtown Toronto neighbourhood in order to invite members to join LIP.
- LIP staff attended the St. Jamestown Network Meeting and delivered a presentation about LIP program in East Downtown Toronto area.
- All five planning tables: Immigration & Settlement, Health & Mental Health, Social & Cultural Inclusion, Employment, Training, & Language, and Housing met during the month of January.

-The Steering Committee met for the first time after Citizenship and Immigration Canada had approved the East Downtown Toronto LIP.

-Request for Proposal to conduct an environmental scan of the East Downtown Toronto neighbourhood drafted by LIP Staff and Steering Committee.

February 2010

-Letters of Invitations sent to agencies and organizations in the East Downtown Toronto neighbourhood were followed up with telephone calls.

-LIP staff launched an online survey on survey monkey to assist with the recruitment process of LIP members.

-LIP staff produced a brochure to be distributed at all upcoming external meetings and presentations.

-LIP staff attended the Inter-LIP Meeting hosted by the Steeles/L'Amoreaux LIP.

-LIP staff attended the Toronto Community Social Data Consortium meeting and roundtable.

-LIP staff attended the Downtown East Community Development Collective meeting and delivered a presentation about LIP program.

-LIP staff attended the Regent Park Social Development Stakeholders Meeting.

March 2010

-LIP staff gave a presentation at the Regent Park Social Development Stakeholders Meeting and invited members to join the East Downtown Toronto LIP.

-LIP staff attended the Inter-LIP meeting at OCASI.

-Public Interest: Strategy and Communications was hired to conduct the Environmental Scan for the East Downtown Toronto LIP.

April 2010

-The East Downtown Toronto LIP held its General meeting on April 7th, 2010 at the Canadian Centre for Victims of Torture from 9:30am-4:00pm.

-LIP staff attended the Toronto LIP Labour Market Meeting on April 14, 2010 at Hotel Workers Co-op.

-LIP Staff attended a 2 day conference in London, Ontario that was organized by the Welcoming Communities Initiative (WCI).

-LIP staff prepared and submitted the LIP Interim Progress Report to CIC.

May 2010

-The East Downtown Toronto LIP organized the following 7 focus groups for newcomers: Newcomer Men, Newcomer Women, Newcomer Seniors, Newcomer Youth, Newcomers living with HIV/AIDS, LGBT Newcomers, and Francophone Newcomer.

-In addition to focus groups, the East Downtown Toronto LIP also conducted 5 interviews with precarious status newcomers and 4 interviews with employers, and a survey with service providers in the East Downtown Toronto neighbourhood.

-LIP staff attended the City of Toronto/MTCU Integrated Local Labour Market Planning Meeting.

-The East Downtown Toronto LIP Steering Committee also met during this month.

June 2010

-All 5 planning tables met during this month to begin work on the local settlement strategy and action plan.

-LIP staff hosted the Inter-LIP meeting at the Canadian Centre for Victims of Torture on June 15, 2010.

-LIP staff attended the City of Toronto Community Briefing on the Toronto Newcomer Initiative (TNI).

July 2010

-All 5 planning tables continued to meet during this month to further discuss the settlement strategy and action plan for the East Downtown Toronto neighbourhood.

-The East Downtown Toronto LIP Steering Committee also met during this month to discuss the first draft of the strategy and action plan to be submitted to CIC in August.

-LIP staff participated in an OCASI organized meeting to discuss all the LIP work on July 21st, 2010 at Metro Hall.

- The first draft of the Community Consultation Report was also submitted on July 6th, 2010.

August 2010

-The East Downtown Toronto LIP held a Community Consultation meeting on Wednesday, August 25th, 2010 at the Canadian Centre for Victims of Torture.

-The first draft of the Settlement Strategy and Action Plan for the East Downtown Toronto LIP was submitted to CIC.

-Monthly newsletter released

September 2010

-Final Report submitted to CIC on September 15, 2010.

Appendix C

Meetings Schedule 2010

January						
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East Downtown Toronto LIP

Health/Mental Health Planning Table Meetings
Immigration & Settlement Planning Table Meetings
Social, Cultural Inclusion Planning Table Meetings
Housing Planning Table Meetings
Employment, Training & Language Table Meetings
Steering Committee Meetings
General Meeting 9:30 - 4:00 PM
Meetings scheduled in May were cancelled due to focus groups
Community Consultation Meeting 9:30-12:00 PM

**If you are interested in donating or arranging a bequest
to support the work of CCVT, please contact us.**



Canadian Centre for Victims of Torture

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